

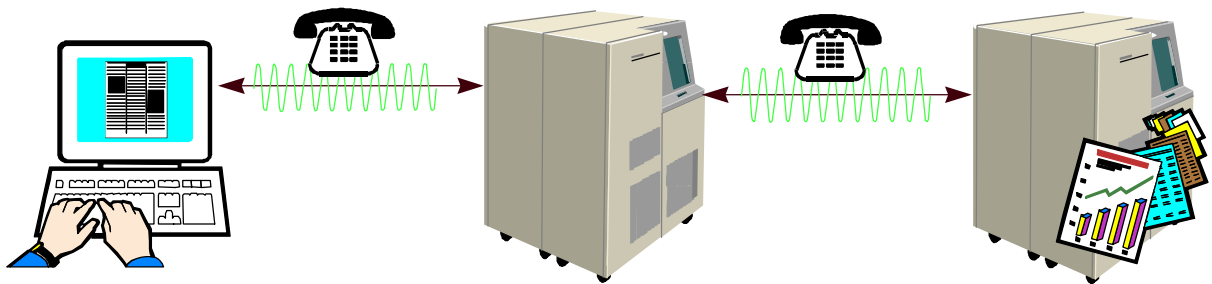
3. SprintMail Data Transmission

PC SprintMail (version 2.1) for DOS is a software package that enables you to connect your personal computer to the SprintMail Host. The SprintMail Host is a computer-based electronic messaging information distribution service.

This software package is the communication link between the MTCS Database and users that wish to electronically transmit Form HUD-50058 tenant data files to the MTCS Database. The MTCS Database acknowledges the receipt of transmissions and relays any errors encountered in processing through SprintMail.

A free copy of PC SprintMail can be obtained from the MTCS Hotline at 1-800-FON-MTCS (1-800-366-6827).

3.1 SprintMail and MTCS



Using PC SprintMail software, Housing Authorities send tenant data and retrieve MTCS reports to/from the SprintMail Host

SprintMail Host receives and stores:

- 1) HA submitted tenant data for the MTCS Database, and
- 2) MTCS reports for HAs

MTCS Database retrieves HA submitted tenant data from the SprintMail Host, checks the data, and sends reports to the SprintMail Host for HA retrieval

Because tenant data must be organized in a particular format prior to being submitted, HUD also distributes the Family Reporting Software (FRS) free of charge through the MTCS Web site. PC SprintMail, along with either the FRS or vendor-supplied software, can be used to electronically transmit tenant data to HUD.

Using FRS automates the tenant data transmission and report retrieval process when using SprintMail as a transmission method. Throughout this guide, any steps that are

either automatically performed by the FRS or require additional explanation with respect to the FRS are proceeded by the following FRS icon:



Refer to the *FRS User Guide* or the FRS online Help menu for additional information about FRS system functionality. The FRS can be downloaded, free of charge, from the following HUD World Wide Web (www) page:

<http://www.hud.gov/pih/systems/mtcs/pihmtcs.html>

3.2 System Requirements

PC SprintMail has the following minimum hardware and software requirements:

Hardware:

- | | |
|-------------|---|
| Computer: | PC SprintMail requires an IBM or IBM compatible computer, with a minimum of a 386 processor connected to a telephone line. |
| Monitor: | The monitor may be monochrome or color and you can use a CGA, VGA, EGA or monochrome display adapter. |
| Hard Drive: | Your computer must have a minimum of 400K bytes of available RAM. Approximately 2.5 megabytes of free space on the hard drive is required to install the PC SprintMail program. Note: The SprintMail program is available on 3 1/2" or 5 1/4" diskettes. |
| Modem: | You may use either an internal or external modem. PC SprintMail is pre-configured for a Hayes Smartmodem (or compatible). If you have a different type of modem, you must indicate this when you configure PC SprintMail. |
| Printer: | The printer must be able to print at least 80 characters per line and must have a form feed feature to start new pages. Although PC SprintMail is pre-configured for a parallel printer interface (LPT1, LPT2, or LPT3), you can reconfigure your system to use a serial printer. |

Software:



Operating System: To use PC SprintMail, your computer must have PC-DOS or MS-DOS version 2.1 or higher.

If you cannot readily determine whether your personal computer meets these minimum requirements, please contact your agency's PC Support Staff or the MTCS Hotline for assistance at 1-800-FON-MTCS (1-800-366-6827), Monday - Friday, between 8 a.m. and 4:30 p.m. Central time.

If you are planning to install PC SprintMail on a Local Area Network (LAN), please contact your LAN Administrator for assistance. LANS supported by PC SprintMail are: Asynchronous, 3COM/XNSBAPI, Ungermann-Bass, Eicon x.25, Novell NCSI/NASI, Banyan INT 14h, and BIOS INT 14h.



FRS The FRS should be installed and set up after PC SprintMail has been installed and set up. Additionally, the FRS requires Windows 3.1 or higher and at least 20 MB hard disk space to operate. Lastly, the FRS is not designed for LAN use, and should only be installed on an individual, desktop computer.

3.3 Installation of PC SprintMail, version 2.1

PC SprintMail, version 2.1, for DOS is installed from four diskettes. Separate steps are shown to install PC SprintMail on computers with DOS, Windows 3.1, and Windows 95.

3.3.1 Installation of PC SprintMail for computers with DOS

1. Insert the PC SprintMail Install Diskette (disk one) into the diskette drive (either "A" or "B" depending on your computer).
2. Go to a DOS menu prompt.
3. At the C:\ prompt, type **A:** or **B:** (depending on which drive is your computer's diskette drive) and press the <ENTER> key.
4. If you have a color monitor, type **install** at the A: or B: prompt (depending on which drive is your computer's diskette drive), and press the <ENTER> key.

or

If you have a monochrome monitor, type **install/m** at the A: or B: prompt (depending on which drive is your computer's diskette drive), and press the <ENTER> key.

5. After a brief copyright statement, the **Software Installation Path** window appears.



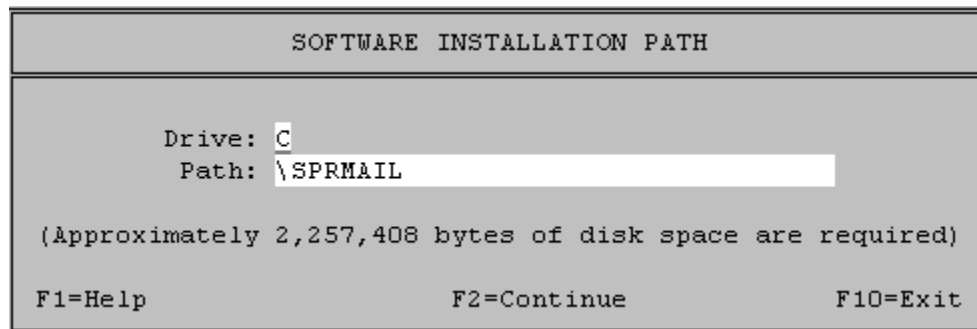


Figure 20: Software Installation Path Window

Note: The default directory created by PC SprintMail is **C:\SPRMAIL**, and the program and data files are installed under this directory. If you want to install PC SprintMail on another drive or under another existing directory name, type over the displayed information on the screen.

6. Press the **<F2>** key. Installation begins, and an information box displays the diskette drive and file name of each new file being copied from the diskette to your computer's hard drive.

Note: When the next diskette is required, the computer prompts the removal of the diskette from the drive and requests the next diskette to be inserted into the diskette drive.

7. After the next disk is inserted, press the **<F2>** key **or** the **<ENTER>** key to continue installation. Repeat this process until all files are copied from all four diskettes. A short message indicates that installation is complete after disk four.

Installation of PC SprintMail for DOS for computers with DOS	
Actions	Results
Place disk 1 in A:\ or B:\ drive. Type A: or B: at DOS prompt and press the <ENTER> key. Type A:\install or B:\install for color monitors, or type A:\install/m or B:\install/m for monochrome monitors. Press the <ENTER> key Press the <F2> key at the Software Installation Path window. Continue to swap disks and press either the <ENTER> key or <F2> when prompted.	PC SprintMail for DOS is installed on your computer with DOS.

3.3.2 Installation of PC SprintMail for computers with Windows 3.1

1. Insert the PC SprintMail Install Diskette (disk one) into the diskette drive (either “A” or “B” depending on your computer).



Figure 21: Program Manger

2. From the **Program Manager** window, double-click the **Main** icon. The **Main** window appears.



Figure 22: Main Window

3. Double-click the **File Manager** icon. The **File Manager** window appears.

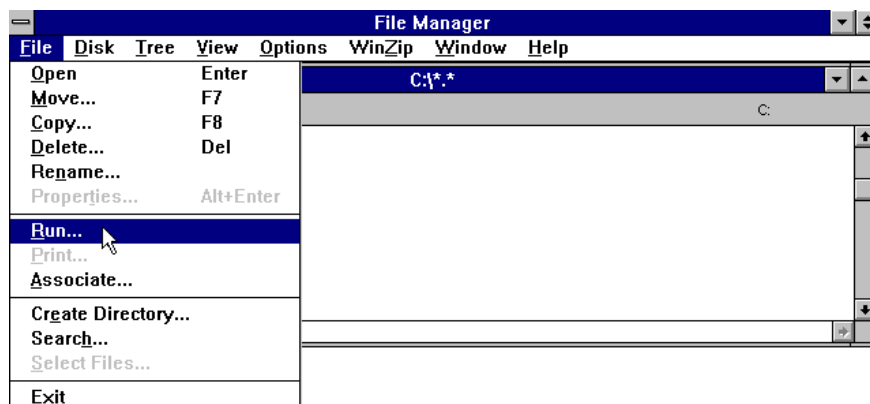


Figure 23: File Manager Window-File/Run Selection

- From the **File** dropdown menu, select **Run**. The **Run** window appears.

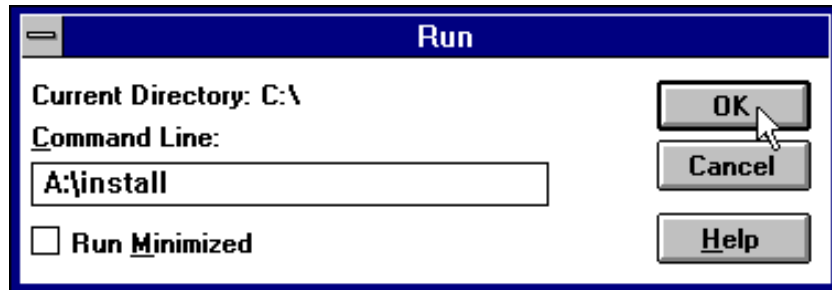


Figure 24: Run Window

- If your computer has a color monitor, type **A:\install** or **B:\install** (depending on which drive is your computer's diskette drive) into the *Command Line* field, and click the **OK** button.

or

If your computer has a monochrome monitor, type **A:\install/m** or **B:\install/m** (depending on which drive is your computer's diskette drive) into the *Command Line* field, and click the **OK** button.

- After a brief copyright statement, the **Software Installation Path** window appears.

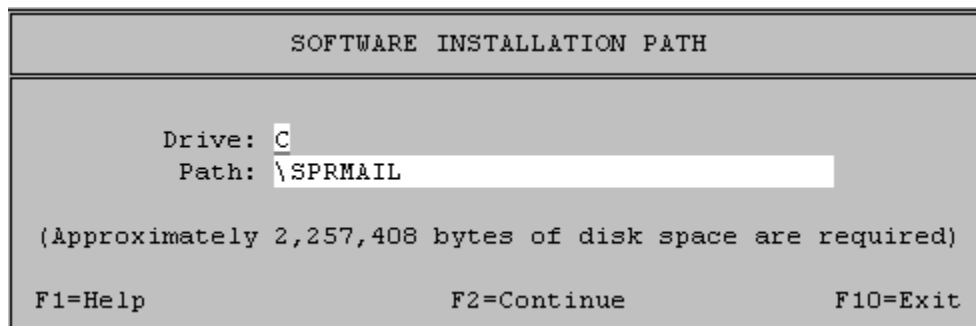


Figure 25: Software Installation Path Window

Note: The default directory created by PC SprintMail is **C:\SPRMAIL**, and the program and data files are installed under this directory. If you want to install PC SprintMail on another drive or under another existing directory name, type over the displayed information on the screen.

7. Press the <F2> key. An information box displays the diskette drive and file name of each new file being copied from the diskette to your computer's hard drive. The box also displays the percentage of files installed.

Note: When the next diskette is required, the computer prompts the removal of the diskette from the drive and requests the next diskette to be inserted into the diskette drive.

8. After the next disk is inserted, press the <F2> key **or** the <ENTER> key to continue installation. Repeat this process until all files are copied from all four diskettes. A short message indicates that installation is complete after disk four.

Installation of PC SprintMail for DOS for computers with Windows 3.1	
Actions	Results
Place disk 1 in A:\ or B:\ drive. From the Program Manager window, double-click the Main icon. Double-click the File Manager icon. From the File dropdown menu, select Run . Type A:\install or B:\install for color monitors, or type A:\install/m or B:\install/m for monochrome monitors. Click the OK button. Press the <F2> key at the Software Installation Path window. Continue to swap disks and press either the <ENTER> key or <F2> key when prompted.	PC SprintMail for DOS is installed on your computer with Windows 3.1.

3.3.3 Installation of PC SprintMail for computers with Windows 95

1. Insert the PC SprintMail Install Diskette (disk one) into the diskette drive (either "A" or "B" depending on your computer).
2. Click the **Start** button, and select **Run**. The **Run** window appears.

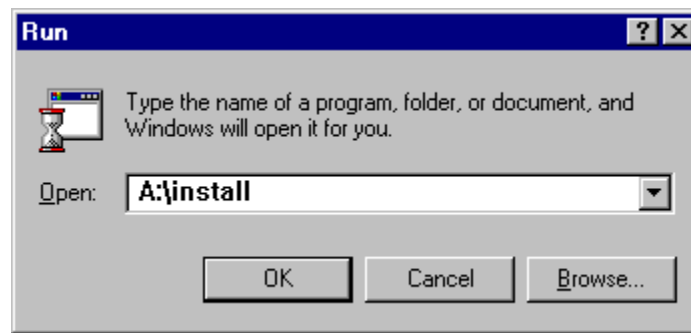


Figure 26: Run Window

3. If your computer has a color monitor, type **A:\install** or **B:\install** (depending on which drive is your computer's diskette drive) into the *Open* field, and click the **OK** button.

or

If your computer has a monochrome monitor, type **A:\install/m** or **B:\install/m** (depending on which drive is your computer's diskette drive) into the *Open* field, and click the **OK** button.

4. After a brief copyright statement, the **Software Installation Path** window appears.

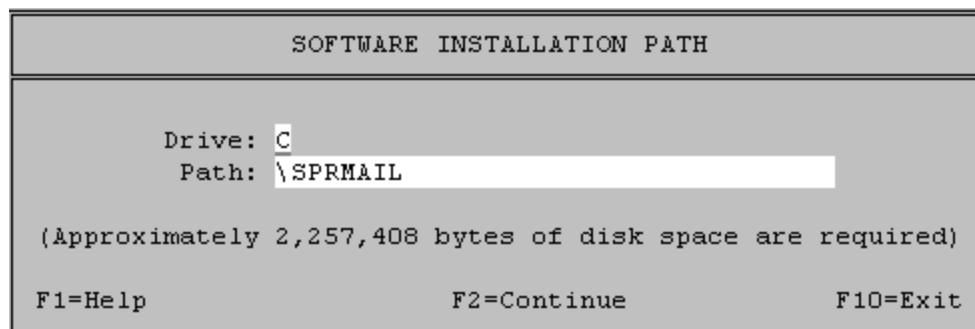


Figure 27: Software Installation Path Window

Note: The default directory created by PC SprintMail is **C:\SPRMAIL**, and the program and data files are installed under this directory. If you want to install PC SprintMail on another drive or under another existing directory name, type over the displayed information on the screen.

5. Press the <**F2**> key. An information box displays the diskette drive and file name of each new file being copied from the diskette to your computer's hard drive. The box also displays the percentage of files installed.

Note: When the next diskette is required, the computer prompts the removal of the diskette from the drive and requests the next diskette to be inserted into the diskette drive.

- After the next disk is inserted, press the <F2> key **or** the <ENTER> key to continue installation. Repeat this process until all files are copied from all four diskettes. A short message indicates that installation is complete after disk four.

Installation of PC SprintMail for DOS for computers with Windows 95	
Actions	Results
Place disk 1 in A:\ or B:\ drive. Click the Start button and select Run . Type A:\install or B:\install for color monitors, or type A:\install/m or B:\install/m for monochrome monitors. Click the OK button. Press the <F2> key at the Software Installation Path window. Continue to swap disks and press either the <ENTER> key or <F2> key when prompted.	PC SprintMail for DOS is installed on your computer with Windows 95.

3.4 Prepare PC SprintMail to Send Data

The first time you start PC SprintMail after installation, provide the necessary configuration (user name, password, mail address, access number, modem and printer specifics, 800 Wats Access Area Code) and registration information. Enter this information into the **SprintMail Information** and **Registration Information** windows, which appear the first time that the system is started.

3.4.1 Startup

- If using a computer with only DOS, at the C:\ prompt, type **SM** and press the <ENTER> key. The **Configuration Menu** appears on top of the **PC SprintMail Main Menu**.

or

If using a computer with Windows 3.1 or Windows 95, double-click the **SprintMail**



icon. The **Configuration Menu** appears on top of the **PC SprintMail Main Menu**.

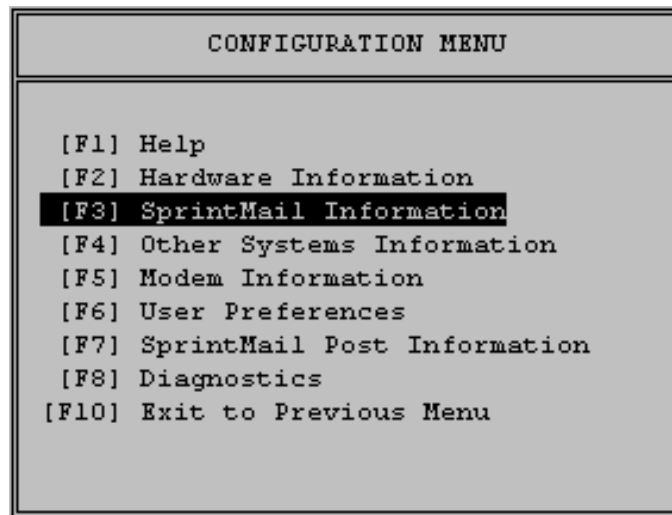


Figure 28: Configuration Menu-SprintMail Information Selection

Note: The **Configuration Menu** will only appear on top of the **PC SprintMail Main Menu** the first time that PC SprintMail is started because it is necessary to configure PC SprintMail prior to using it.

2. Press the <F3> key. The **SprintMail Information** window appears.

```
SPRINTMAIL INFORMATION

User name: _____
Enter your new Password: _____
Mail Address: MAIL _____
Access Number: _____

-----<Communications Information>-----
Communications Device Type: Standard Asynchronous Port
Communications Port: COM1
Modem Type: Auto Dial Modem
Baud Rate: 2400 Parity: EVEN Data Bits: 7 Stop Bits: 1

-----<Miscellaneous Information>-----
Awakening Sequence: ~@~| _____
Line Pacing Value: 0 Milliseconds
Command Prompt Identifier: A
Auto Send / Receive Protocol: KERMIT ASCII
800 Wats Access Area Code: _____
Send Binary Files using: FILENAME ONLY

F1=Help F2=Logon Script F3=Alt-F Keys F4=Boards F10=Exit to Previous Menu
```

Figure 29: SprintMail Information Window

Note: SprintMail automatically fills in some of the **SprintMail Information** window fields. **Check all of the fields to make sure that they are correct for your computer,**

modem, and printer, especially the Baud Rate and Communications Port. It may be necessary to refer to your modem or printer user manuals for specific information related to the modem or printer connected to your computer. New information entry is required for the following fields:

- User name
 - Enter your new Password (includes the re-entering of your password)
 - Mail Address
 - Access Number
 - 800 Wats Access Area Code (only necessary if dialing from a Wats line or into the SprintMail Wats line (1-800-546-2500))
3. Type your Public Housing Agency's (HA) five-digit code into the *User name* field and press the <ENTER> key. The cursor moves to the next field. (The HA Code is a five-digit code, beginning with the two-digit state abbreviation; i.e., VA for Virginia, and the three-digit number for your HA; i.e., 001.)
 4. Type **MTCS** into the *Enter your new Password* field, and press the <ENTER> key. The cursor remains in this field, and the field name changes to the *Re-Enter your new password* field.
 5. Type **MTCS** into the *Re-Enter your new Password* field, and press the <ENTER> key. The cursor moves to the *Mail Address* field.

Note: **MTCS** is the default initial password for PC SprintMail on your computer. This password is requested the first time you contact the SprintMail Host. Refer to the *Contact the SprintMail Host and Set a Host Password* part of the *Send Data to MTCS* section of this guide for additional password information.

6. Type **C FTSMail,HUD.MTCS.F87,F87AAA** into the *Mail Address* field, and press the <ENTER> key. The cursor moves to the *Access Number* field.

Note: There is only one space in the address, between the first "C" and the first "F." Additionally, be sure to enter two commas and two periods as shown in step six. Be sure to type the address in ALL CAPITAL LETTERS.

7. Type the access number into the *Access Number* field. (To obtain a free local access number, call either SprintMail at 1-800-877-5045 or the MTCS Hotline at 1-800-366-6827 and request an ACCESS NUMBER FOR A PUBLIC DATA NETWORK. The number 1-800-546-2500 can be used if a free local access number is not available for your area. However, a charge is assessed for the use of this number.) If your telephone system requires an asterisk "*" or a "9" before dialing out, include it

Transmitting MTCS Data

followed by a comma before the access number in the *access number* field. Press the <ENTER> key.

Only enter information into the 800 Wats Access Area Code field if calling from a Wats line or accessing the SprintMail Wats line (1-800-546-2500). Leave this field blank if you are using a free local access number to contact the SprintMail Host.

8. If using a Wats line for access, select the *800 Wats Access Area Code* field and type your area code, followed by a comma, followed by the first three digits of your telephone number.

Note: If your area has recently changed its area code, it may be necessary to enter the old area code into the *800 Wats Access Area Code* field.

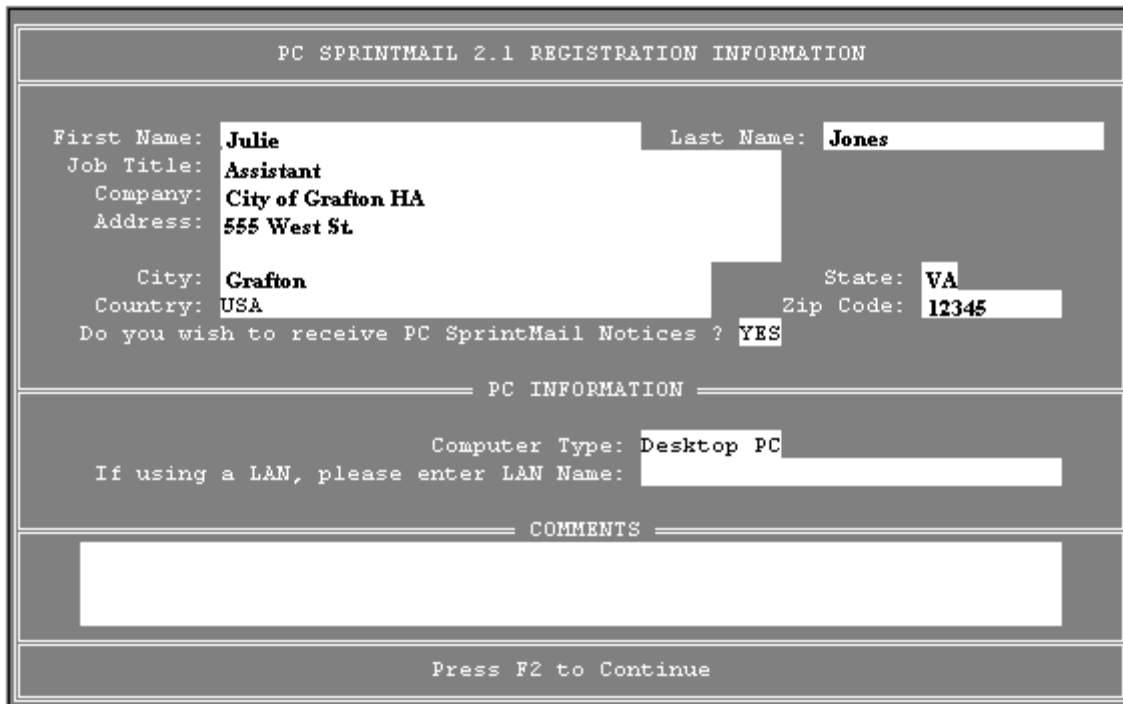
9. The remaining fields of the **SprintMail Information** window will display information. Review these remaining fields in the **SprintMail Information** window to ensure that each field accurately reflects what is required by your computer, modem, and printer.

SPRINTMAIL INFORMATION	
User name:	WA001
Enter your new Password:	
Mail Address:	C FTSMail,HUD.MTCS.F87,F87AAA
Access Number:	1-800-546-2500
<Communications Information>	
Communications Device Type:	Standard Asynchronous Port
Communications Port:	COM1
Modem Type:	Auto Dial Modem
Baud Rate:	2400
Parity:	EVEN
Data Bits:	7
Stop Bits:	1
<Miscellaneous Information>	
Awakening Sequence:	~@~
Line Pacing Value:	0 Milliseconds
Command Prompt Identifier:	A
Auto Send / Receive Protocol:	KERMIT ASCII
800 Wats Access Area Code:	703,264
Send Binary Files using:	FILENAME ONLY
F1=Help F2=Logon Script F3=Alt-F Keys F4=Boards F10=Exit to Previous Menu	
Multiple choice field, Use [SPACE BAR] or 1st letter of desired selection	

Figure 30: SprintMail Information Window

10. Once the required data is entered into the **SprintMail Information** window, press the <F10> key. The SprintMail information is saved, and a registration message appears.
11. Press any key on your keyboard. The **Registration Information** window appears.





PC SPRINTMAIL 2.1 REGISTRATION INFORMATION

First Name: **Julie** Last Name: **Jones**
Job Title: **Assistant**
Company: **City of Grafton HA**
Address: **555 West St.**
City: **Grafton** State: **VA**
Country: **USA** Zip Code: **12345**
Do you wish to receive PC SprintMail Notices ? **YES**

PC INFORMATION

Computer Type: **Desktop PC**
If using a LAN, please enter LAN Name:

COMMENTS

Press F2 to Continue

Figure 31: PC SprintMail Information Window

12. Enter contact and personal computer (PC) information into the fields of the **Registration Information** window, then press the **F2** key. (The information entered into this window is sent to SprintMail with the first transmission.) The **Enter your Password** window appears.



PC SPRINTMAIL VERSION 2.1

Enter your Password:

F1=Help F10=Exit to DOS

Figure 32: Enter your Password Window

13. Enter **MTCS** into the *Enter your Password* field, and press the **<ENTER>** key. The **PC SprintMail Main Menu** appears. (The password is not readable while being entered.)

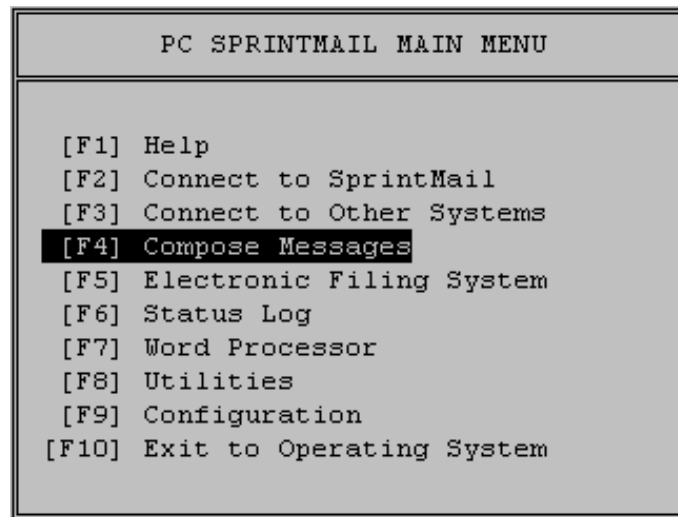


Figure 33: PC SprintMail Main Menu-Compose Messages Selection

Prepare PC SprintMail to Send Data	
Actions	Results
<p>If using a computer with DOS, type SM and press the <ENTER> key.</p> <p>or</p> <p>If using a computer with Windows 3.1 Windows 95, double-click the SprintMail icon.</p> <p>Press the <F3> key.</p> <p>Complete the fields of the SprintMail Information window.</p> <p>Press the <F10> key.</p> <p>Press any key on your keyboard.</p> <p>Complete contact and personal information fields.</p> <p>Press the <F2> key.</p> <p>Enter MTCS into the Password window, and press the <ENTER> key.</p>	<p>PC SprintMail is prepared to send data.</p>

3.4.2 Address Book Setup

The address book allows you to store frequently used recipient addresses. Perform the following steps to store the MTCS address:

1. From the **PC SprintMail Main Menu**, press the **<F4>** key. The **Compose Messages Menu** appears.

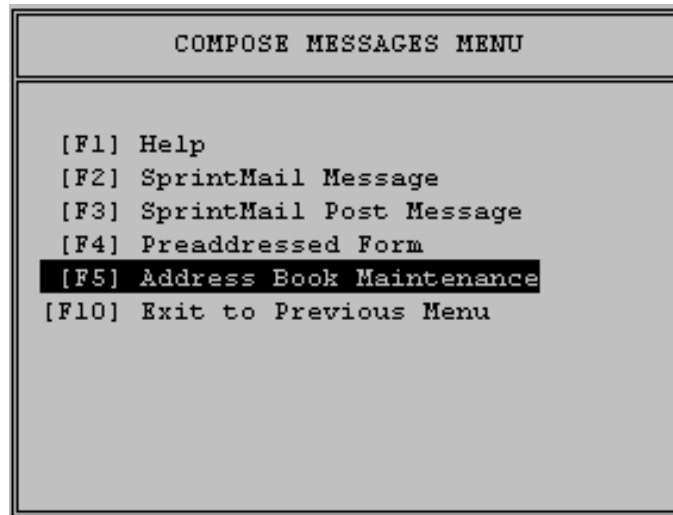


Figure 34: Compose Messages Menu-Address Book Maintenance Selection

- From the **Compose Messages Menu**, press the <F5> key. A Notice appears stating that no addresses are in the address book.

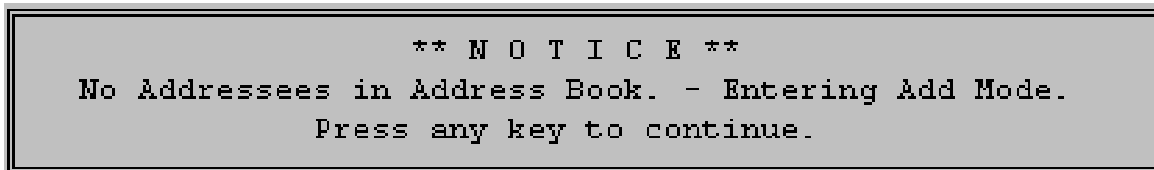


Figure 35: Notice Window

Note: Once at least one address is entered into the Address Book, the **Address Book Maintenance Menu** appears after pressing the <F5> key from the **Compose Messages Menu**.

- Press any key on your keyboard. The **Address Book (Address Entry)** window appears.

ADDRESS BOOK (ADDRESS ENTRY)

Nickname: Phone Number:

Electronic Mail Address

Postal Address

Name:
Street 1:
Street 2:
City: State: Zip Code:

Comments

F1=Help F2=Save F4=Print F5=Templates F10=Exit

Figure 36: Address Book (Address Entry) Window

4. Type **MTCS** into the *Nickname* field
5. Type **MTCS.NCS(REC)** into the *Electronic Mail Address* field.

Note: The inclusion of (REC) after the electronic mail address, as shown above, notifies SprintMail that a receipt is requested for transmissions. The receipt lets you know that the SprintMail Host delivered the submitted tenant data to HUD. (It does not tell you that HUD processed or approved the data.) After checking the submitted data for errors, the MTCS database creates reports that must be retrieved into your PC SprintMail Inbox (these reports are separate from the SprintMail receipt) after checking the submitted data for errors. If you do not want to receive a receipt from SprintMail, enter **MTCS.NCS** instead of **MTCS.NCS(REC)**.

6. Press the <**F2**> key, and the MTCS address is saved.
7. Press the <**F10**> key, and the **Address Book (Address Entry)** window closes. The **Address Book Maintenance** window appears with the newly created MTCS address is displayed.

Nickname	Address
MTCS	MTCS.NCS (REC)

F1=Help [SPACE]=Tag/Untag [*]=Tag/Untag All F10=Exit
F2=Import Address Book F3=Add F4=Print F5=Modify F8=Search F9=Purge

Figure 37: Address Book Maintenance Window

- Press the <F10> key again, and the **Address Book Maintenance** window closes. The **Compose Messages Menu** appears.

COMPOSE MESSAGES MENU

- [F1] Help
- [F2] SprintMail Message
- [F3] SprintMail Post Message
- [F4] Preaddressed Form
- [F5] Address Book Maintenance
- [F10] Exit to Previous Menu

Figure 38: Compose Messages Menu-Exit to Previous Menu Selection

- Press the <F10> key again, and the **Compose Messages Menu** closes. The **PC SprintMail Main Menu** returns.

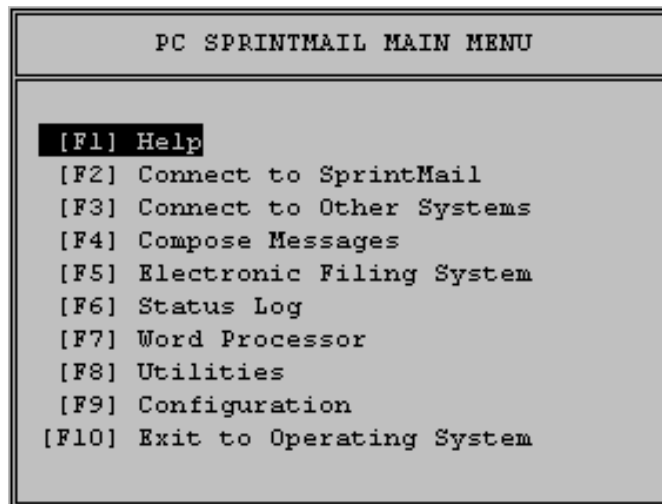


Figure 39: PC SprintMail Main Menu

Address Book Setup	
Actions	Results
From the PC SprintMail Main Menu, press the <F4> key. From the Compose Message Menu, press the <F5> key. Press any key on your keyboard. Type MTCS into the Nickname field. Type MTCS.NCS(REC) into the Electronic Mail Address field. Press the <F2> key. Press the <F10> key, three times.	The MTCS address is entered into PC SprintMail.



3.5 Send Data to MTCS

Before tenant data can be sent for the first time, the SprintMail Host must be contacted, a password with the SprintMail Host must be set, and the default password (MTCS) must be changed within the PC SprintMail software on your computer so that it is the same password as the newly created SprintMail Host password. Once the PC SprintMail and SprintMail Host passwords are set to be the same, the SprintMail Host must be contacted again to submit tenant data.



FRS The password used for PC SprintMail and the SprintMail Host must be entered in the Data Transmission portion of the FRS. Refer to the *FRS User Guide* for additional information.

3.5.1 Contact the SprintMail Host and set a SprintMail Host password

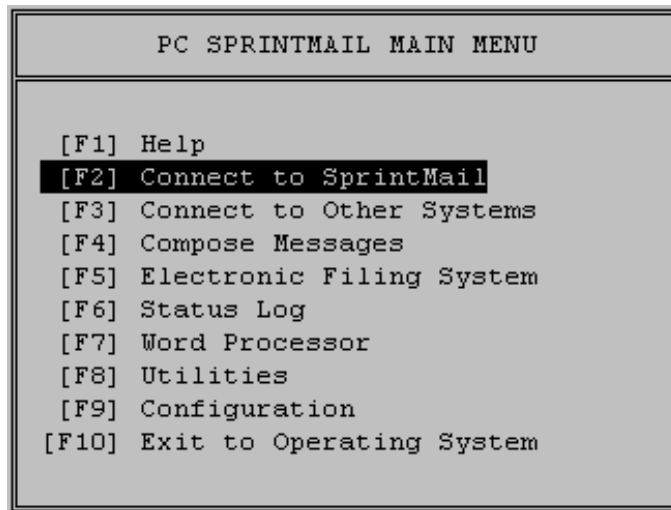


Figure 40: PC SprintMail Main Menu-Connect to SprintMail Selection

1. From the **PC SprintMail Main Menu**, press the <**F2**> key. The **Connect To SprintMail Menu** appears.

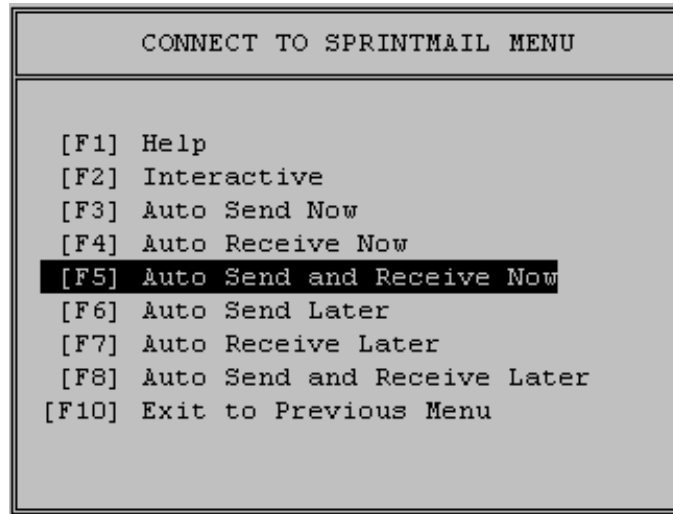


Figure 41: Connect To SprintMail Menu-Auto Send and Receive Now Selection

2. From the **Connect To SprintMail Menu**, press the <F5> key. Your computer dials into the SprintMail Host.

Note: The first time you access the SprintMail Host, you receive a message that indicates your current password has expired and you must change it.

3. Type your current password, **MTCS**, into the *Please Enter Your CURRENT Password* field. The **Please Enter Your NEW Password** window appears.
4. Type a new password into the *Please Enter Your NEW Password* field, and press the <ENTER> key.

Note: The new password must be six to eight characters long with the following format:

- first character must be a letter (a, b, c, etc.)
- one of the characters, EXCEPT THE FIRST CHARACTER, must be a special character (!, @, #, \$, %, ^, &, or *) or a number (1, 2, 3, etc.)

Sample passwords: A#BCDEFG
XYZST4

5. Re-type the same new password into the *Please Re-enter Your NEW Password* field. Press the <ENTER> key. The SprintMail Host retrieves your registration information, saves your new password information, and disconnects. The **PC SprintMail Main Menu** returns.

Note: The password at the SprintMail Host never needs to be changed. If, however, you decide to change the SprintMail Host password, the PC SprintMail password must also be changed to match the SprintMail Host password. See the *Maintain and Troubleshoot* section of this guide to change the SprintMail Host password.

Contact the SprintMail Host and set a SprintMail Host password	
Actions	Results
From the PC SprintMail Main Menu, press the <F2> key. Press the <F5> key. Type MTCS into the Please Enter Your CURRENT Password field. Type a new password into the Please Enter Your NEW password field, and press the <ENTER> key. Re-type the same new password into the Please Re-enter Your NEW Password field, and press the <ENTER> key.	The SprintMail Host password is set.

3.5.2 Change the default password in PC SprintMail to match the SprintMail Host password

Because the password stored on your computer for PC SprintMail must be the same as the password that you gave to the SprintMail Host, you must change the password in PC SprintMail and re-connect to the SprintMail Host to send data and/or retrieve reports.

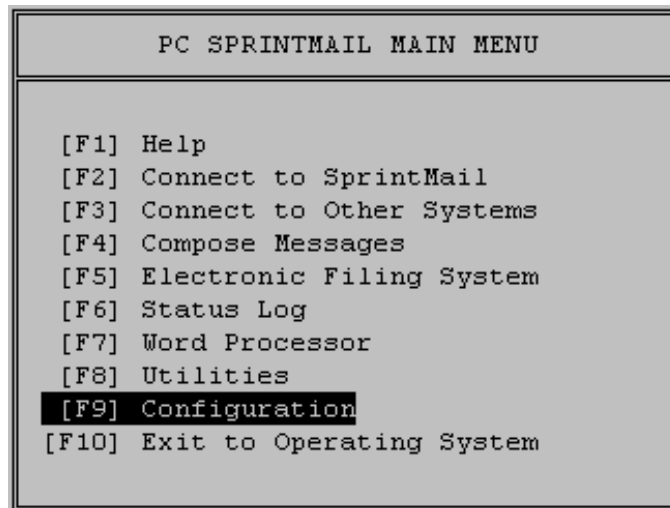


Figure 42: PC SprintMail Main Menu-Configuration Selection

1. From the **PC SprintMail Main Menu**, press the <F9> key. The **Configuration Menu** appears.

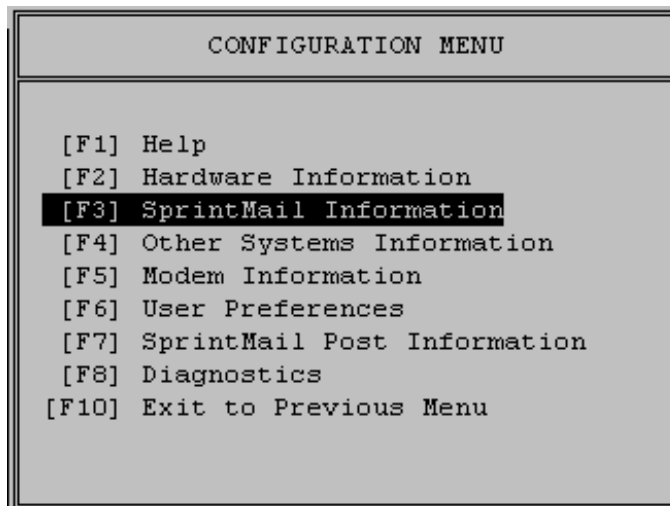


Figure 43: Configuration Menu-SprintMail Information Selection

2. From the **Configuration Menu**, press the <F3> key. The **SprintMail Information** window appears.

SPRINTMAIL INFORMATION	
User name:	VA001
Enter your new Password:	
Mail Address:	C FTSMail,HUD.MTCS.F87,F87AAA
Access Number:	1-800-546-2500
<Communications Information>	
Communications Device Type:	Standard Asynchronous Port
Communications Port:	COM1
Modem Type:	Auto Dial Modem
Baud Rate:	2400
Parity:	EVEN
Data Bits:	7
Stop Bits:	1
<Miscellaneous Information>	
Awakening Sequence:	~@~
Line Pacing Value:	0 Milliseconds
Command Prompt Identifier:	A
Auto Send / Receive Protocol:	KERMIT ASCII
800 Wats Access Area Code:	703,264
Send Binary Files using:	FILENAME ONLY
F1=Help F2=Logon Script F3=Alt-F Keys F4=Boards F10=Exit to Previous Menu	
Multiple choice field, Use [SPACE BAR] or 1st letter of desired selection	

Figure 44: SprintMail Information Window

3. Select the *Enter your new Password* field and type your new password (the same as the newly created SprintMail Host password; i.e., A#BCDEFG or XYZST4) into the *Enter your new Password* field, and press the <ENTER> key. The cursor remains in the same field, and the field name changes to the *Re-enter your new password* field.
4. Re-type your new password into the *Re-enter your new Password* field, and press the <ENTER> key.

Note: The password for the PC SprintMail software on your computer now matches the password at the SprintMail Host. You will now be able to send tenant data to the SprintMail Host. From this point, use the new password; you will no longer use “MTCS” as a password.

5. From the **SprintMail Information** window, press the <F10> key. The new password information is saved, and the **Configuration Menu** returns.

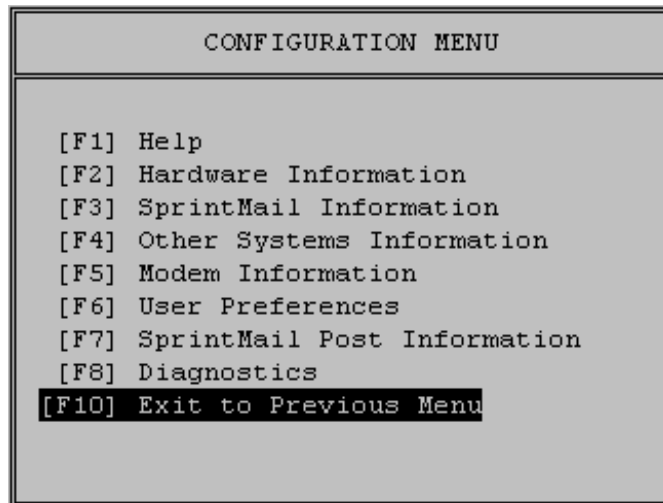


Figure 45: Configuration Menu-Exit to Previous Menu Selection

- From the **Configuration Menu**, press the <F10> key. The **PC SprintMail Main Menu** returns.

Change the default password in PC SprintMail to match the SprintMail Host password	
<i>Actions</i>	<i>Results</i>
From the PC SprintMail Main Menu, press the <F9> key. Press the <F3> key. Select the Enter your new Password field and type your new password into the Enter your new Password field. Press the <ENTER> key. Re-type your new password into the Re-enter your new Password field, and press the <ENTER> key. Press the <F10> key, twice.	The password in PC SprintMail is changed to match the password at the SprintMail Host.

3.5.3 Prepare Data to Send to MTCS

Data files need to be attached to the MTCS address prior to using PC SprintMail to send the tenant data to the MTCS database via the SprintMail Host. The following steps show how to attach a copy of an existing data file to the MTCS electronic address.



If using the FRS version 2.0, it is not necessary to prepare data to be sent to

MTCS. The most current MTCS data file is automatically placed in the PC SprintMail Outbox by the FRS. The *Prepare Data to Send to MTCS* part of this guide can be skipped. Refer to the *FRS User Guide* for additional information.

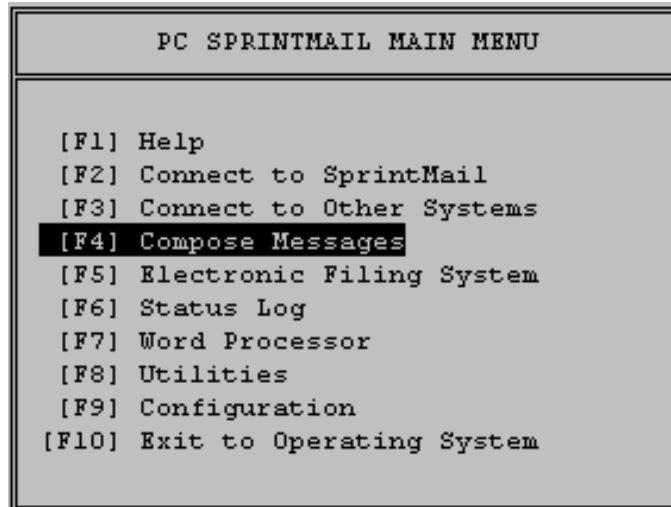


Figure 46: PC SprintMail Main Menu-Compose Messages Selection

1. From the **PC SprintMail Main Menu**, press the <F4> key. The **Compose Messages Menu** appears.

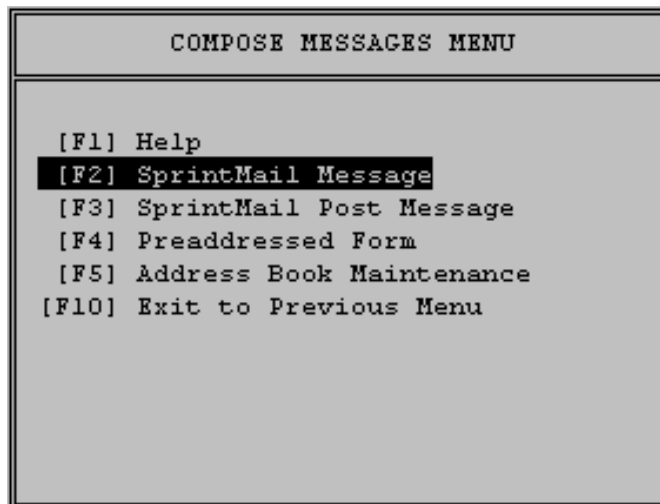


Figure 47: Compose Messages Menu-SprintMail Message Selection

2. From the **Compose Messages Menu**, press the <F2> key. The **Compose A SprintMail Message** window appears.

COMPOSE A SPRINTMAIL MESSAGE

From: VA001

To:

CC:

Subj:

F1=Help F2=Create Text F3=Stored Envelopes F10=Exit/Cancel
F4=Address Book F5=Templates

Figure 48: Compose A SprintMail Message Window

- From the **Compose A SprintMail Message** window, press the <F4> key. The **Address Book** appears listing all available addresses.

COMPOSE A SPRINTMAIL MESSAGE

ADDRESS BOOK

Nickname	Address
MTCS	MTCS.NCS(REC)

F1=Help [SPACE]=Tag/Untag [*]=Tag/Untag All F10=Exit
F2=Select/Continue F3=Add F4=Print F5=Modify F8=Search F9=Purge

Figure 49: Compose A SprintMail Message Window-Address Book

4. Select the MTCS address and press the <F2> key. The **Compose A SprintMail Message** window returns, displaying the selected (MTCS) address in the *To* field.

COMPOSE A SPRINTMAIL MESSAGE

From: VA001

To: MTCS.NCS (REC)

CC:

Subj:

F1=Help F2=Create Text F3=Stored Envelopes F10=Exit/Cancel
F4=Address Book F5=Templates

Figure 50: Compose A SprintMail Message Window

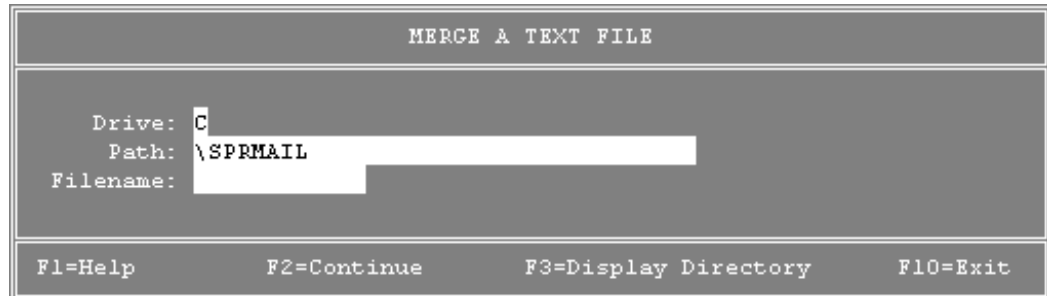
5. From the **Compose A SprintMail Message** window, select the <F2> key. The **Create Message Text** menu appears.

CREATE MESSAGE TEXT

[F1] Help
[F2] Create Text using Word Processor
[F3] Create Text using a Form
[F4] Merge a Text File
[F5] Attach a Binary File
[F6] Attach a Binary File with Text
[F7] No Message Text
[F10] Exit to Previous Screen

Figure 51: Create Message Text Menu-Merge a Text File Selection

6. From the **Create Message Text** menu, press the <F4> key. The **Merge A Text File** window appears.



MERGE A TEXT FILE

Drive: C
Path: \SPRMAIL
Filename:

F1=Help F2=Continue F3=Display Directory F10=Exit

Figure 52: Merge A Text File Window

7. Type the file name for the Form HUD-50058 data that you want to send to MTCS into the *Filename* field. If you know the file name and enter it into the *File Name* field, skip to step ten. If you do not know the name of the data file and need to search for the file, continue to step eight.

Note: The *Drive* and *Path* fields default to C:\SPRMAIL. If the desired tenant data file is located under a different Drive/Path, enter the drive and path into the *Drive* and *Path* fields.

8. If you do not know the name of the data file, press the <F3> key. The **Directory** window appears, where files under the specified directory are displayed.

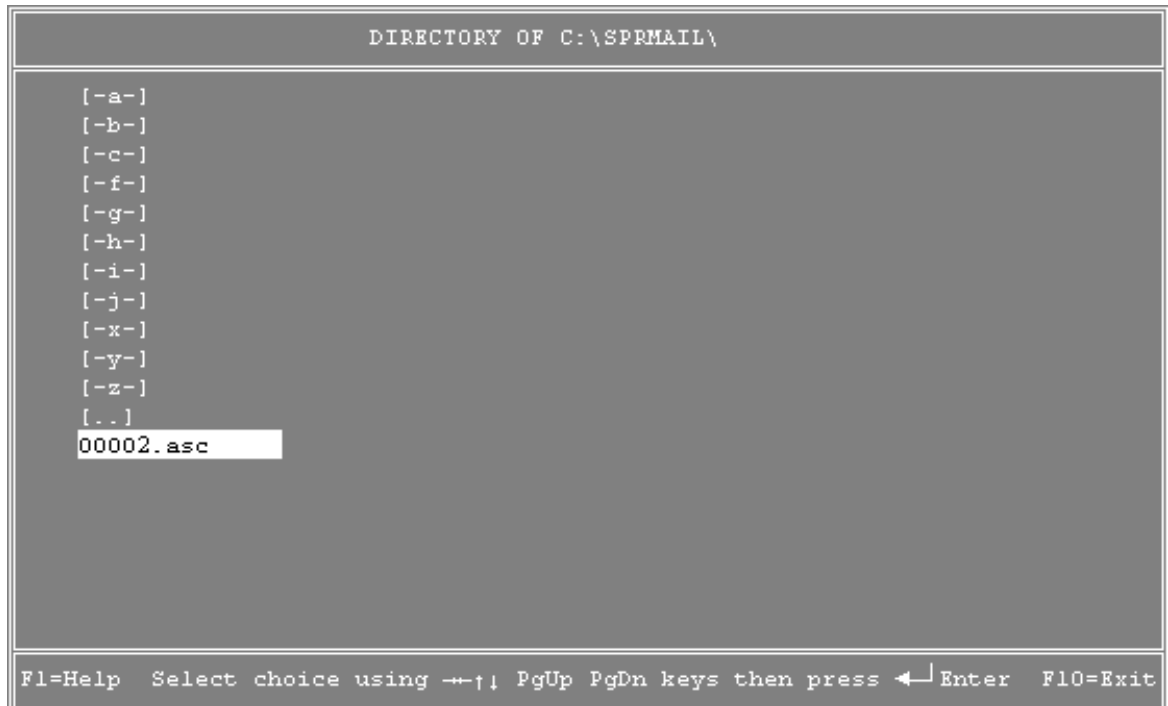


Figure 53: Directory Window

9. Scroll through the file names with the up and down arrows on your computer's keyboard, highlight the desired tenant data file, and press the <ENTER> key. The **Merge A Text File** window returns with the selected file name displayed in the *Filename* field.

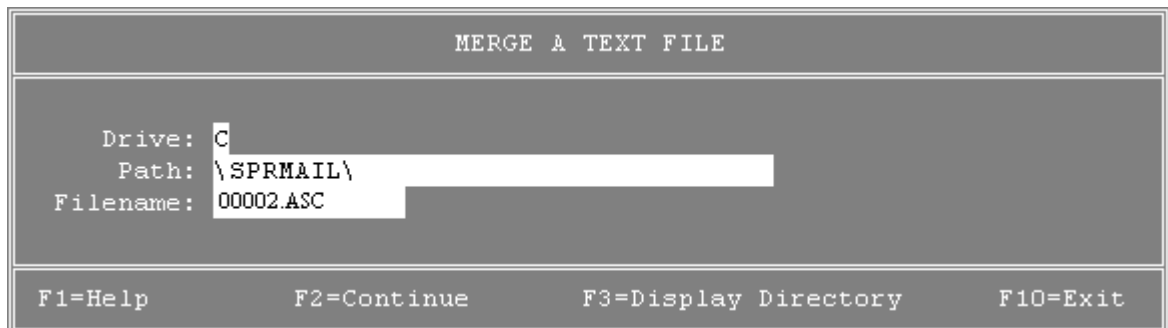


Figure 54: Merge A Text File Window

10. Press the <F2> key. The first page of the tenant data file is displayed.

C:\SPRMAIL\00002.ASC			
MHR4800000	Marylnd9015555555550917311997160004HUD	FRS20	07021997HelloWorl
1000008888888	77777777		98r7 99259
200003		P	
30000410Q	NN		
20000501J	Jones Mary	G10111923F	HENN11444555000
20000602M	Marx Julienne	D08261979F	YENY11222664444
20000703M	Marx Alexandrina	X04011986F	YECN11042103580
20000804M	Marx Aardvardito	F04011987M	YENN11062360794
20000905M	Marx Josephinya	J09011883F	YPVN12
20001006L	uckerdak Zorzanobia	Q04071987F	FPVN21
20001107J	Jones Al	J10051953M	AE CN11078051120
20001208T	eotijuachanialapa Geraldine	R08221898F	AINN11078051120
20001309M	Marx Frederick	P06261970M	AE CN22165227999
400005	000750240 j2nk		
30001401G	00950000000000000000		
30001501C	00360000000000000000		
10001721573372210000000001012000000000010005009003		00000000000140124}3	0004
Is this the file you want to send ? (Yes or No)			

Figure 55: Tenant Data File Window

Note: Only the first page of the selected data file is displayed. Some data will be run together without spaces. This is normal.

11. Type the letter “Y” if the data displayed is the data that you wish to send to MTCS. The **Compose Filing Options Menu** appears.

Note: Type the letter “N” if the displayed file is not the correct file. The **Merge a Text File** window returns. To select and display another file, repeat steps eight through eleven.

COMPOSE FILING OPTIONS MENU	
[F1]	Help
[F2]	File in OUT BOX
[F3]	File in HOLD BOX
[F4]	File in Other Box
[F5]	Encrypt/Compress
[F10]	Exit / Cancel the Message

Figure 56: Compose Filing Options Menu-File in Out Box Selection

12. From the **Compose Filing Options Menu**, press the <F2> key. The previously selected file is moved to the PC SprintMail Outbox and is ready to be sent to the SprintMail Host, where the MTCS database can retrieve the tenant data record.
13. Press the <F10> key. The **Compose Filing Options Menu** closes, and the **PC SprintMail Main Menu** returns.

Prepare data to send to MTCS	
Actions	Results
From the PC SprintMail Main Menu, press the <F4> key. Press the <F2> key. Press the <F4> key. Select the MTCS address, and press the <F2> key. Press the <F2> key. Press the <F4> key. Type the tenant file name into the Filename field. Press the <F2> key. Type the letter "Y" Press the <F2> key. Press the <F10> key.	Tenant data is prepared to be sent to the MTCS database.

3.5.4 Send tenant data from the PC SprintMail Outbox to the SprintMail Host

Once the tenant data has been prepared by being placed into the PC SprintMail Outbox, the tenant data is ready to be sent to the MTCS database via the SprintMail Host. The following steps describe how to send tenant data from the PC SprintMail Outbox to the SprintMail Host, where the MTCS database can then retrieve the data.



FRS

If using the FRS version 2.0, tenant data is automatically sent from the PC

SprintMail Outbox to the SprintMail Host when the **Transmit File to MTCS**



button is clicked from within the **FRS Main Menu**. The *Send tenant data from the PC SprintMail Outbox to the SprintMail Host* part of this guide can be skipped. Refer to the *FRS User Guide* for additional information.

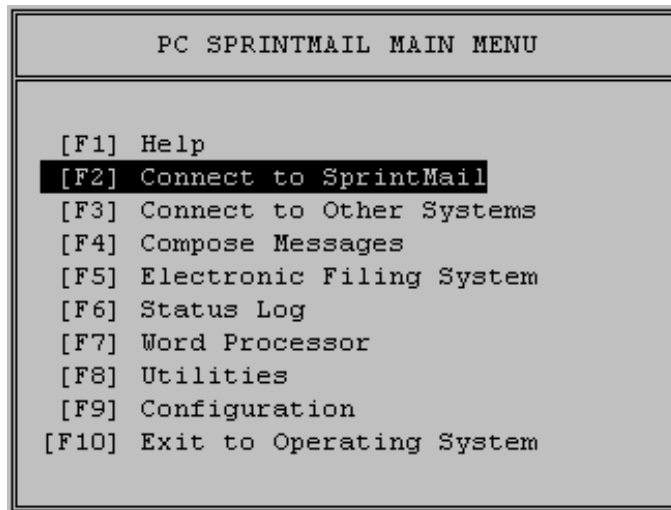


Figure 57: PC SprintMail Main Menu-Connect to SprintMail Selection

1. From the **PC SprintMail Main Menu**, press the <F2> key. The **Connect To SprintMail Menu** appears.

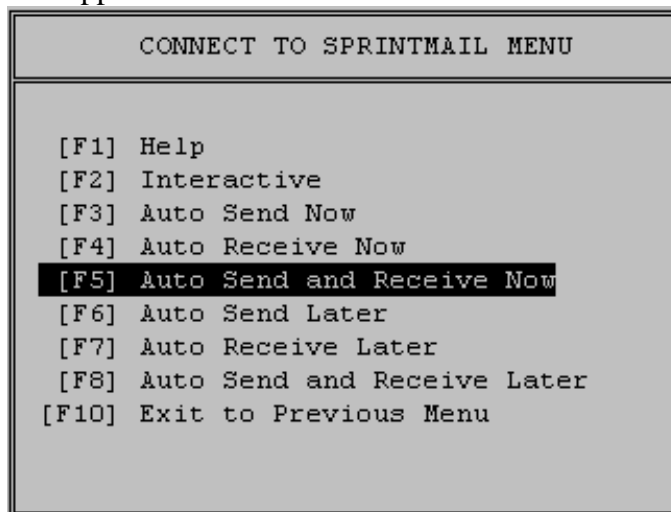


Figure 58: Connect to SprintMail Menu-Auto Send and Receive Now Selection

2. From the **Connect To SprintMail Menu**, press the <F5> key. Your computer dials into the SprintMail Host and displays the SprintMail Host **Connection** window.

Note: The <F5> selection from the **Connect to SprintMail Menu** both sends tenant data to the SprintMail Host and retrieves MTCS reports from the SprintMail Host. It is recommended that the <F5> selection be used whenever tenant data is sent so that any existing reports from MTCS are retrieved into the PC SprintMail Inbox at the same time that data is sent.

3. After sending and/or receiving the last message, the SprintMail Host tells you that the procedure is complete and disconnects. The tenant data has been sent, any existing reports are received, and the **PC SprintMail Main Menu** returns.

Note: If password prompting is turned on for PC SprintMail, the **Password** window appears instead of the **PC SprintMail Main Menu** when the SprintMail Host disconnects.

Send tenant data from the PC SprintMail Outbox to the SprintMail Host	
<i>Actions</i>	<i>Results</i>
From the PC SprintMail Main Menu, press the <F2> key. Press the <F5> key.	Tenant data is sent from the PC SprintMail Outbox to the SprintMail Host, and any existing reports are retrieved.


3.6 Retrieve MTCS Reports



Data submitted to the MTCS database, either using PC SprintMail (via the SprintMail Host) or the Internet, is checked by the MTCS database to ensure its accuracy. After checking the tenant data, the MTCS database creates several reports that should be retrieved by HAs. These reports can be retrieved by using PC SprintMail or the Internet, and are available approximately one to three days after the original submission of the tenant data. The following steps show how to retrieve MTCS reports from the SprintMail Host.



FRS

If using the FRS version 2.0, click the **Retrieve Error File from MTCS**  button from the **FRS Main Menu**. PC SprintMail automatically opens, dials the SprintMail Host, and logs into the SprintMail Host using the PC SprintMail Auto Receive function, where reports are retrieved into your PC SprintMail Inbox. Additionally, the Error Report (which displays errors in tenant data submittal) can be viewed from within the FRS. Refer to the *FRS User Guide* for additional information.

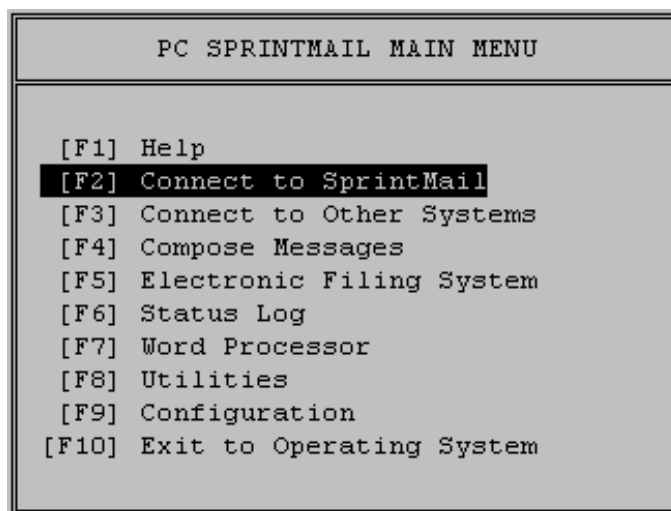


Figure 59: PC SprintMail Main Menu-Connect to SprintMail Selection

1. From the **PC SprintMail Main Menu**, press the <F2> key. The **Connect To SprintMail Menu** appears.

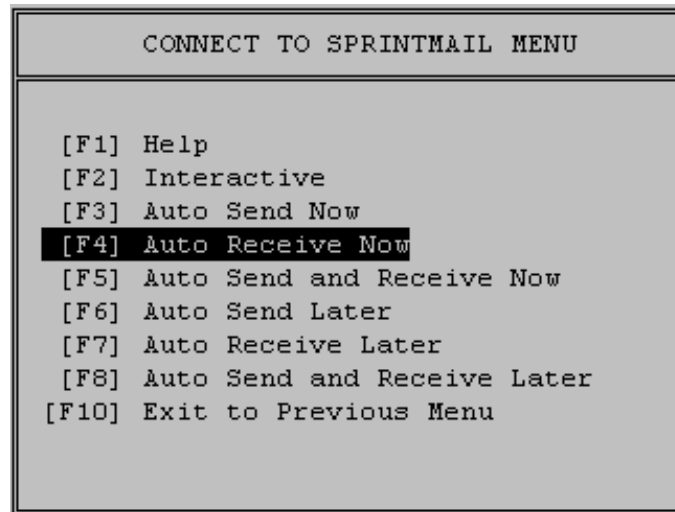


Figure 60: Connect To SprintMail Menu-Auto Receive Now Selection

2. From the **Connect To SprintMail Menu**, press the <F4> key. Your computer dials into the SprintMail Host and displays the SprintMail Host **Connection** window.
3. After receiving the last report, the SprintMail Host tells you that the procedure is complete and disconnects. The reports are placed into your PC SprintMail Inbox, and the **PC SprintMail Main Menu** returns.

Note: If password prompting is turned on for PC SprintMail, the **Password** window appears instead of the **PC SprintMail Main Menu** when the SprintMail Host disconnects.

Retrieve MTCS Reports	
<i>Actions</i>	<i>Results</i>
From the PC SprintMail Main Menu, press the <F2> key. Press the <F4> key.	Reports are retrieved and placed in the PC SprintMail Inbox.

3.7 View and Print Reports

Once files (reports) are retrieved from the MTCS Database via the SprintMail Host, these files are placed into the PC SprintMail Inbox on your computer. The following steps

show how to view and print reports located in the PC SprintMail Inbox.

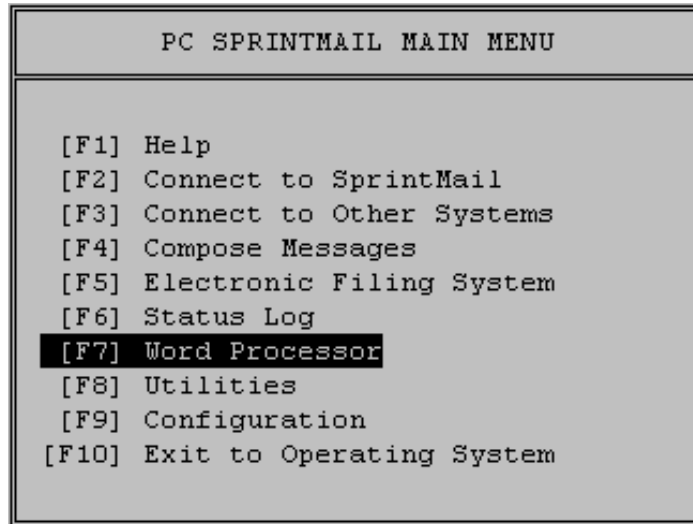


Figure 61: PC SprintMail Main Menu-Word Processor Selection

1. From the **PC SprintMail Main Menu**, press the <**F7**> key. The **Word Processor** window appears.

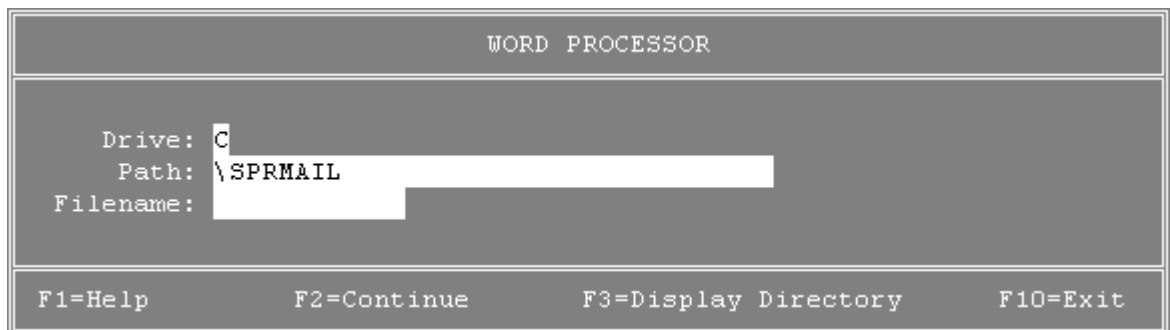


Figure 62: Word Processor Window

2. Press the <**F3**> key. The **Directory** window appears.

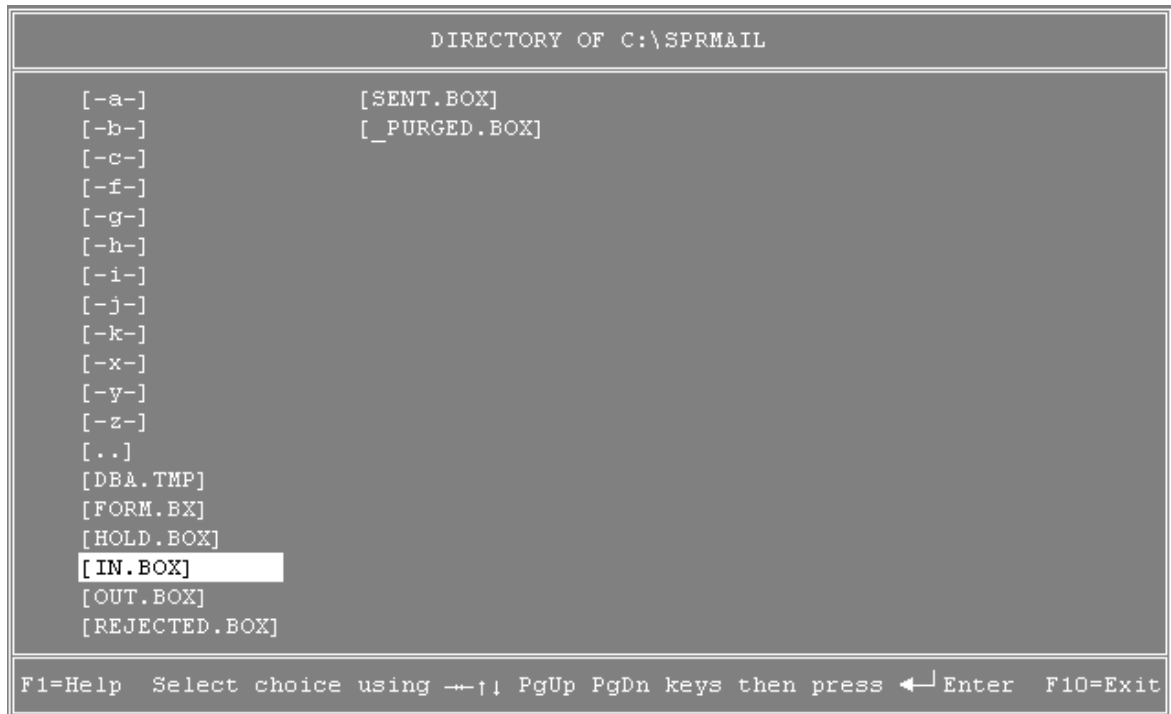


Figure 63: Directory Window-Inbox Selection

3. Scroll through the directories with the up and down arrows on your computer's keyboard, and highlight the **IN.BOX**. Press the <ENTER> key, and files currently in the PC SprintMail Inbox are displayed.

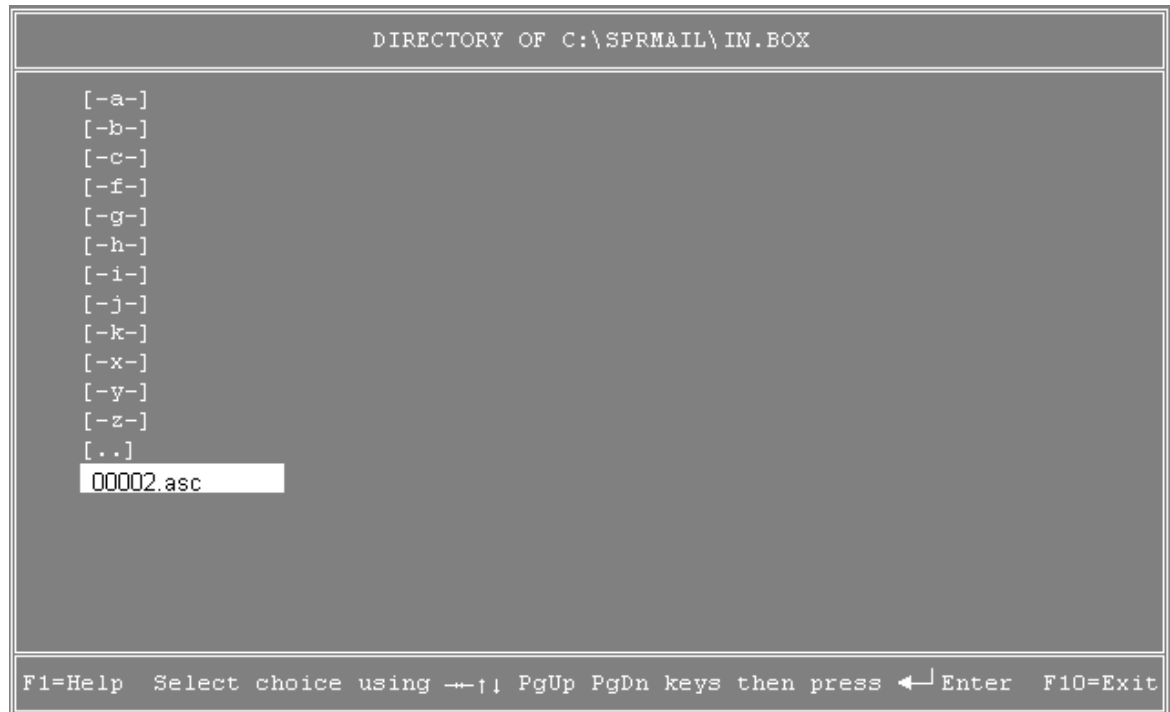


Figure 64: Directory Window-File Selection

4. Using the up and down arrows on your computer's keyboard, highlight the file to be viewed. Press the <ENTER> key, and the **Word Processor** window returns displaying the selected file in the *Filename* field.

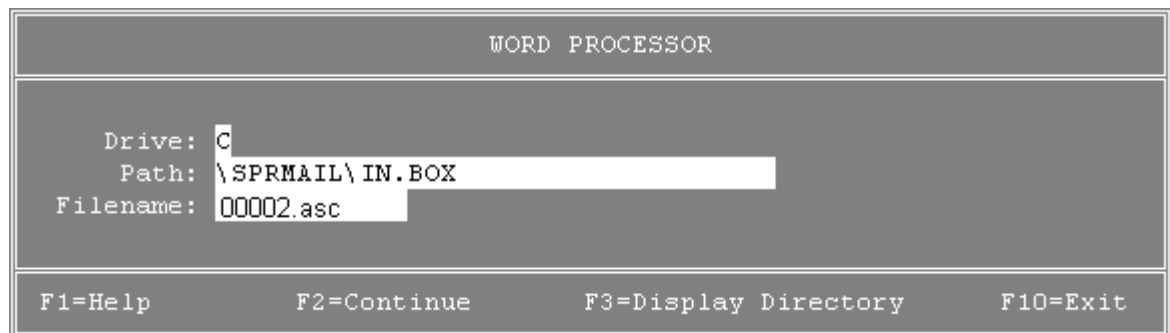


Figure 65: Word Processor Window

5. Press the <F2> key. The file (report) is displayed on your computer's screen.
6. Press the <F4> key, while the report is displayed on your computer's screen, and the report is sent to your computer's printer.

3.7.1 Reports Definition

Error Report:

Error Reports contain detailed information about fatal errors that occurred in a transmission of Form HUD-50058 data to MTCS. The report includes an error number, an error message, and an error resolution message. The error message indicates the fatal error and the error resolution message helps you determine how to resolve the error. The report also includes information to determine the Form HUD-50058 in which the error has occurred:

- Field in error
- Social Security Number of the Head of the Household
- First and last name of the Head of the Household
- Project number

Error Analysis Report:

Error Analysis Reports contain statistical information about the fatal and warning errors in a transmission. The report separates the warning errors from the fatal errors and displays the warning errors first. The report includes:

- The field that contained the error (included as the first number and letter in the error code - Example: Error code = 10c1; the field from the Form HUD-50058 that contained the error is field 10c.)
- The number of occurrences of each error
- The percent of total errors
- The error message(s)
- One example of this error in the transmission

Rejected Format Report:

Rejected Format Reports include non-Form HUD-50058 files that were sent to MTCS. Occasionally, HAs send files that do not contain Form HUD-50058 data, or send Form HUD-50058 data in an improper format. MTCS cannot read files that do not follow the proper format, and MTCS rejects these files. The Rejected Format Report provides a reason why MTCS rejected the file and allows you to retrieve a sample of the rejected file.

Status:



The Status Report contains statistics about the data in your most recent transmission. In addition to the information contained in the Error Analysis Report, the Status report (available only on the MTCS Web site) details the number of Form HUD-50058 records HUD has received.

3.8 Archive Data

PC SprintMail allows you to save a copy of any existing file, either to a diskette or to any other drive on your computer. This “archived” file can be used to backup important tenant data and error files (reports). The following sample shows how to archive a file to a diskette.

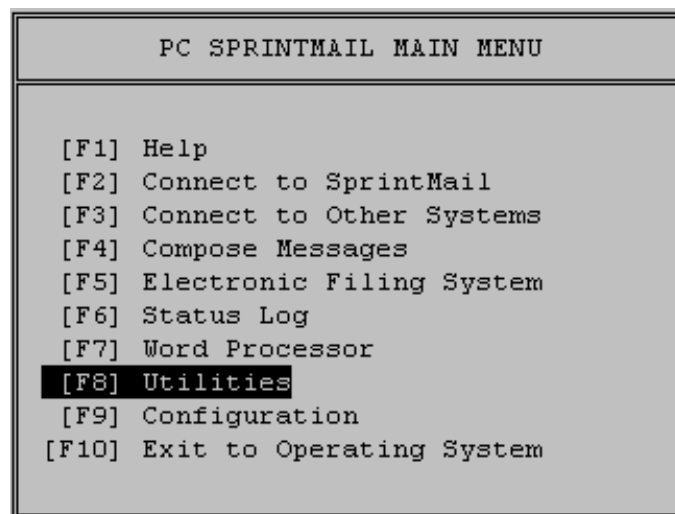


Figure 66: PC SprintMail Main Menu-Utilities Selection

1. From the **PC SprintMail Main Menu**, press the <**F8**> key. The **Utilities Menu** appears.

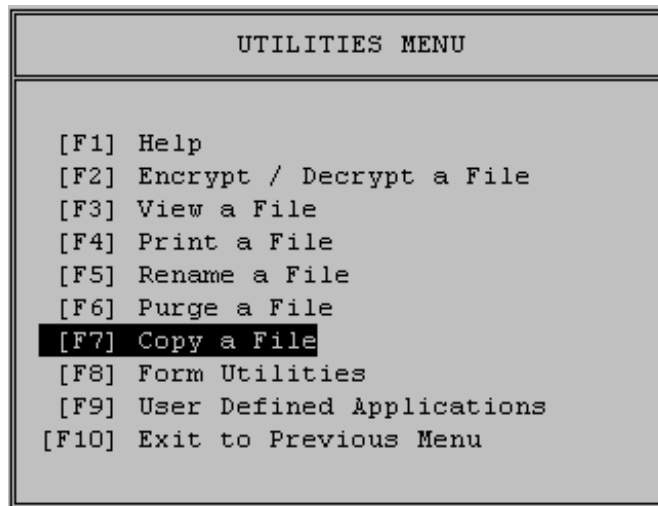


Figure 67: Utilities Menu-Copy a File Selection

2. From the **Utilities Menu**, press the <F7> key. The **Copy A File From:** window appears.

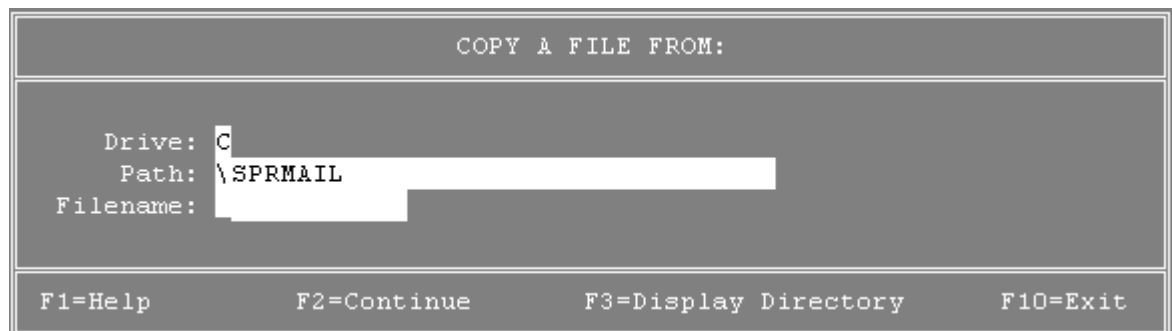
A screenshot of a terminal window titled "COPY A FILE FROM:". It contains three input fields: "Drive:" with "C" entered, "Path:" with "\SPRMAIL" entered, and "Filename:" which is empty. At the bottom, there is a footer bar with four function key shortcuts: F1=Help, F2=Continue, F3=Display Directory, and F10=Exit.

Figure 68: Copy A File From: Window

3. Type the tenant data file name that you want to copy into the *Filename* field. If you know the file name and enter it into the *Filename* field, skip to step six. If you do not know the name of the tenant data file and need to search for the file, continue to step four.

Note: The *Drive* and *Path* fields default to C:\SPRMAIL. If the desired tenant data file is located under a different Drive/Path, enter the drive and path into the *Drive* and *Path* fields.

4. If you do not know the name of the tenant data file, press the <F3> key. The **Directory** window appears, where files under the specified directory are displayed.

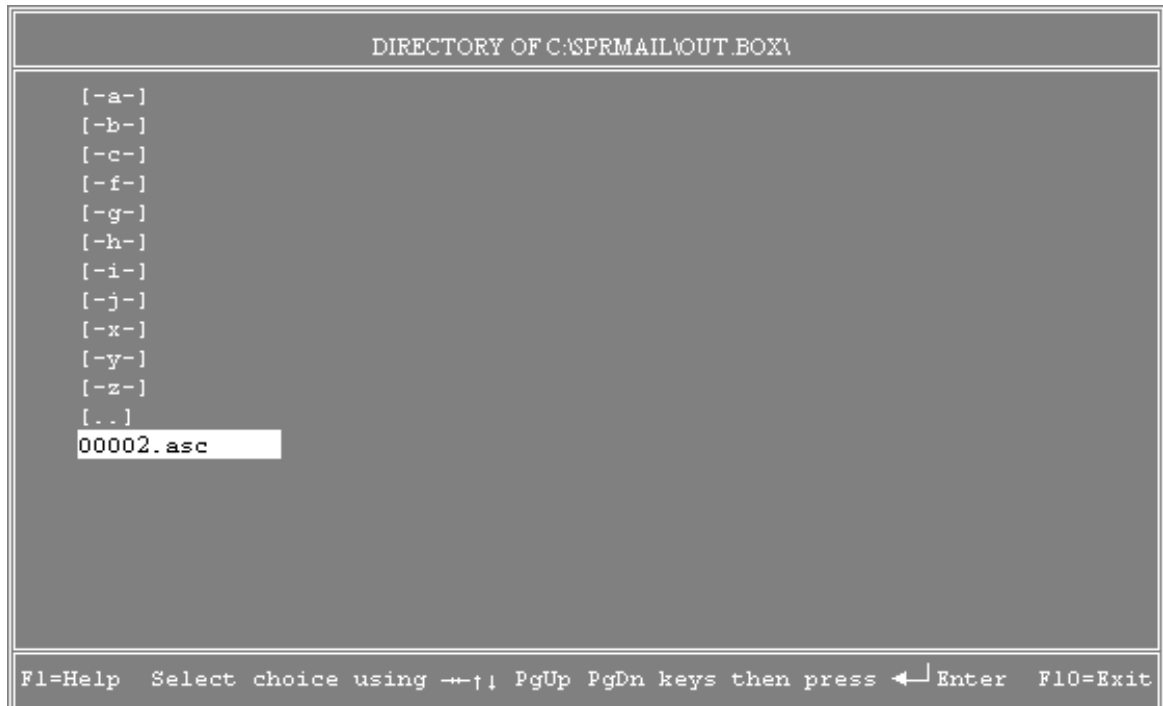


Figure 69: Directory Window-File Selection

5. Scroll through the file names with the up and down arrows on your computer's keyboard, highlight the desired tenant data file, and press the <ENTER> key. The **Copy A File From:** window returns with the selected file name displayed in the *Filename* field.

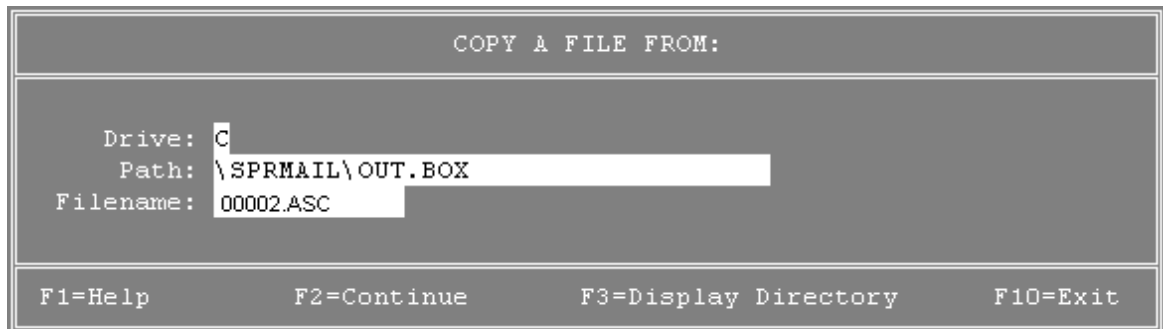
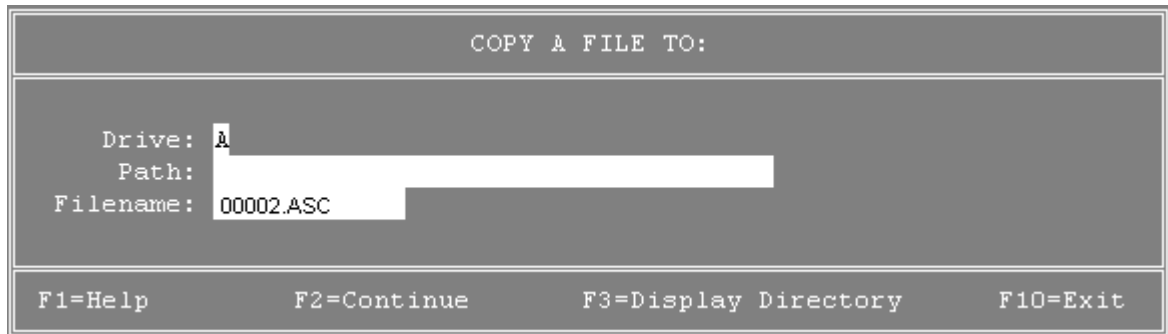


Figure 70: Copy A File From: Window

6. Press the <F2> key. The **Copy A File To** window appears.



COPY A FILE TO:

Drive: A

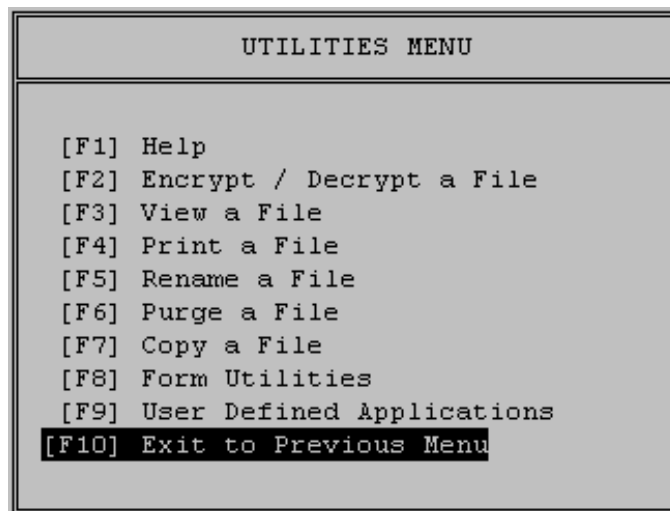
Path:

Filename: 00002.ASC

F1=Help F2=Continue F3=Display Directory F10=Exit

Figure 71: Copy A File To: Window

7. Insert a diskette into either the “A” or “B” drive (depending on which drive is your computer’s diskette drive.)
8. Type “A” or “B” (depending on which drive is your computer’s diskette drive) into the *Drive* field.
9. Select the *Filename* field and type the desired name for the file copy being created. Because the file is being archived from your computer’s hard drive to a floppy diskette, the copied file name can be the same as the original file name.
10. From the **Copy A File To:** menu, press the <F2> key. The tenant file is copied to diskette, and the **Utilities Menu** returns.



UTILITIES MENU

[F1] Help

[F2] Encrypt / Decrypt a File

[F3] View a File

[F4] Print a File

[F5] Rename a File

[F6] Purge a File

[F7] Copy a File

[F8] Form Utilities

[F9] User Defined Applications

[F10] Exit to Previous Menu

Figure 72: Utilities Menu-Exit to Previous Menu Selection

11. From the **Utilities Menu**, press the <F10> key. The **PC SprintMail Main Menu** returns.

Archive Data	
Actions	Results
From the PC SprintMail Main Menu, press the <F8> key. Press the <F7> key. Type the name of the tenant data file that you want to copy into the Filename field. Press the <F2> key. Insert a diskette into the diskette drive of your computer. Type either “A” or “B” (depending on your computer’s diskette drive) into the Drive field. Select the Filename field, and type the desired name for the file copy being created. Press the <F2> key. Press the <F10> key.	A tenant data file is archived (saved) on a diskette.

3.9 Maintain and Troubleshoot

PC SprintMail sends all files that have been placed in the Outbox to the SprintMail Host. If the wrong tenant data file is placed into the PC SprintMail Outbox accidentally, it may be necessary to delete this file from the Outbox. Refer to the next part of this section, *Delete files from the Outbox*.

The password at the SprintMail Host never needs to be changed. If, however, you decide to change the SprintMail Host password, the *Change SprintMail Host Password* part of this section lists the necessary steps. If the SprintMail Host password is changed, the PC SprintMail password must also be changed to match the newly created SprintMail Host password. Refer to the *Change the default password in PC SprintMail to match the SprintMail Host password* part of the *Send Data to MTCS* section for steps to change the PC SprintMail password.

SprintMail keeps track of attempted submissions of data in a Status Log. Because the Status Log tracks submission information, viewing it is a good way to check the success or failure of data submission. However, the Status Log, in time, fills up with information that may no longer be required. Therefore, it may be desirable to delete the Status Log periodically. Refer to the *Check Status Log messages* and *Delete Status Log messages* parts of this section for instructions on viewing and deleting the Status Log.

3.9.1 Delete files from the Outbox

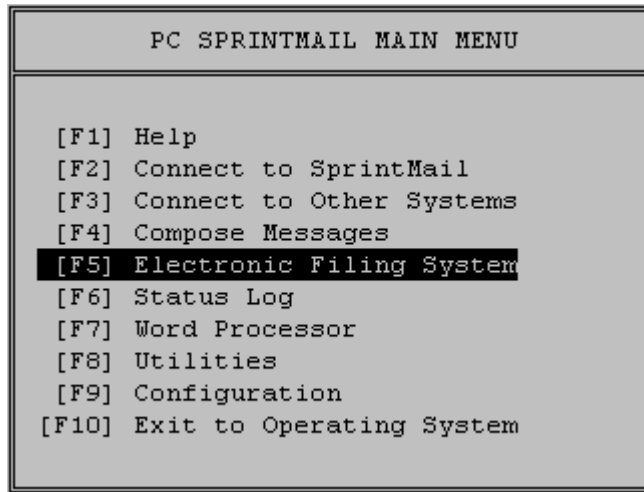


Figure 73: PC SprintMail Main Menu-Electronic Filing System Selection

1. From the **PC SprintMail Main Menu**, press the <**F5**> key. The **Electronic Filing System Menu** appears.

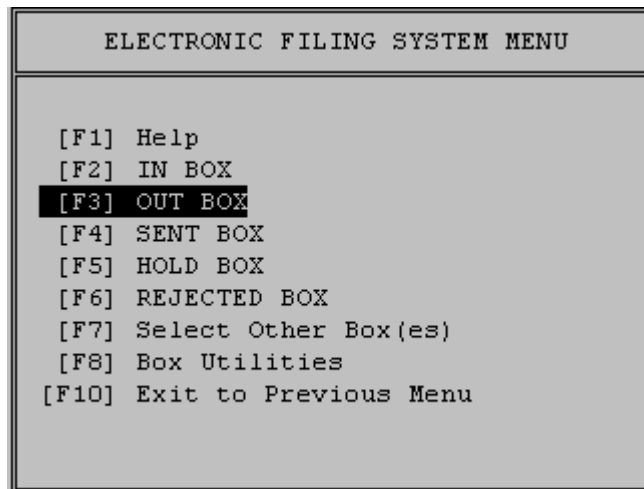


Figure 74: Electronic Filing System Menu-Out Box Selection

2. From the **Electronic Filing System Menu**, press the <**F3**> key. The **Currently Scanning: Out** window appears, displaying all of the files currently in the Outbox.

Transmitting MTCS Data

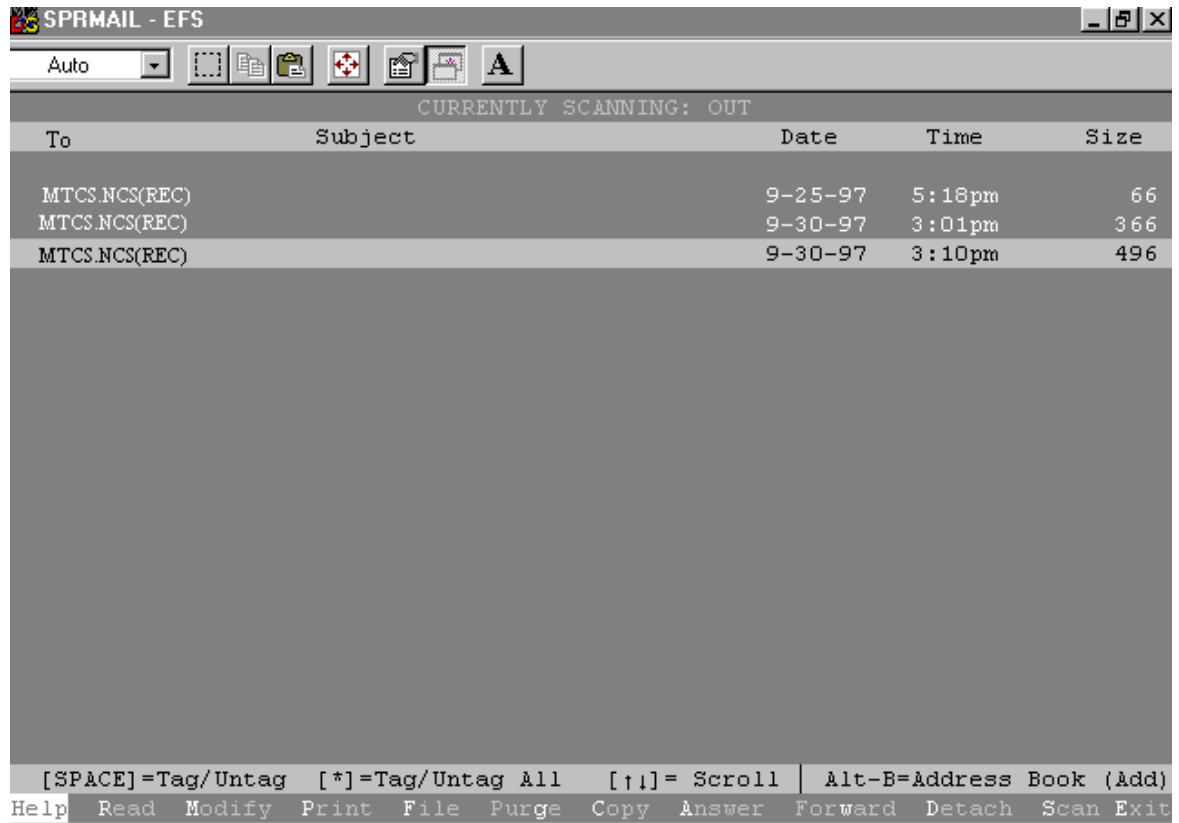


Figure 75: Currently Scanning Out Window

3. Select the file to delete by using the up and down arrows on your keyboard to highlight the file.

Transmitting MTCS Data

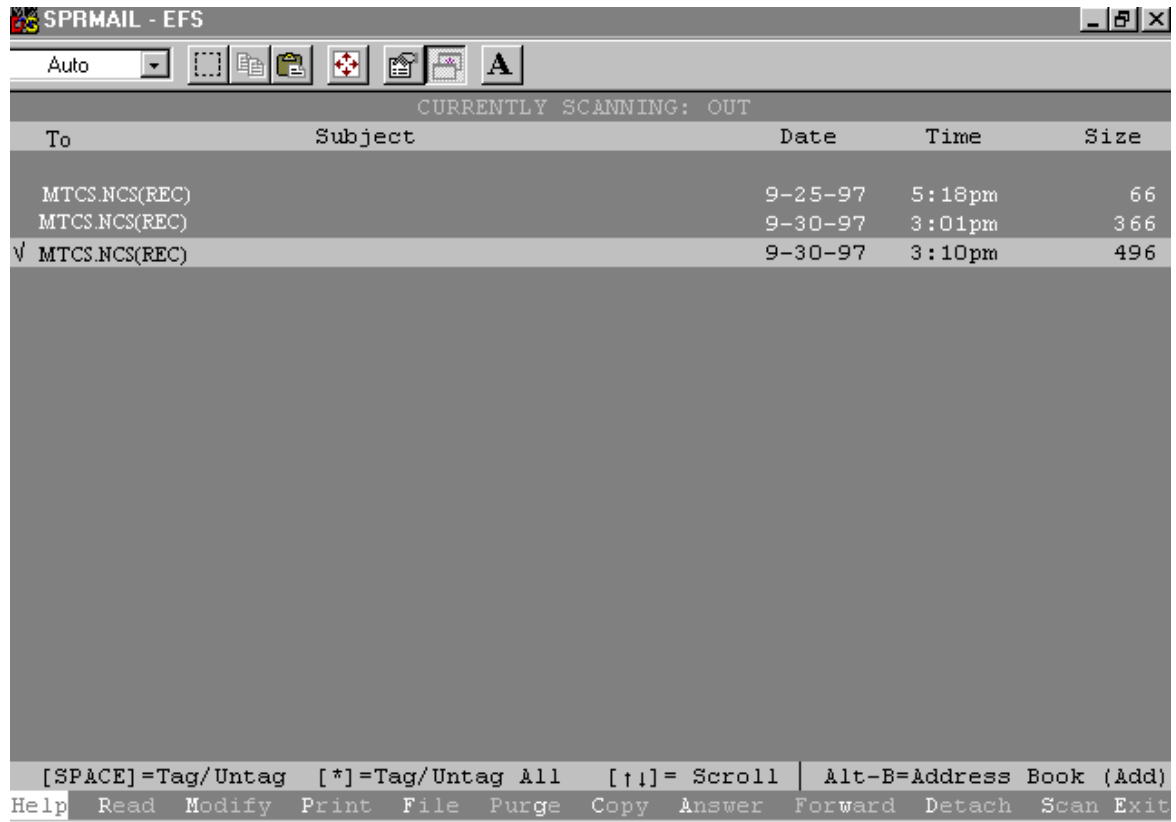


Figure 76: Currently Scanning Out Window

4. While the file is highlighted, press the **<SPACE BAR>** on your keyboard, and a check mark appears to the left of the highlighted file.

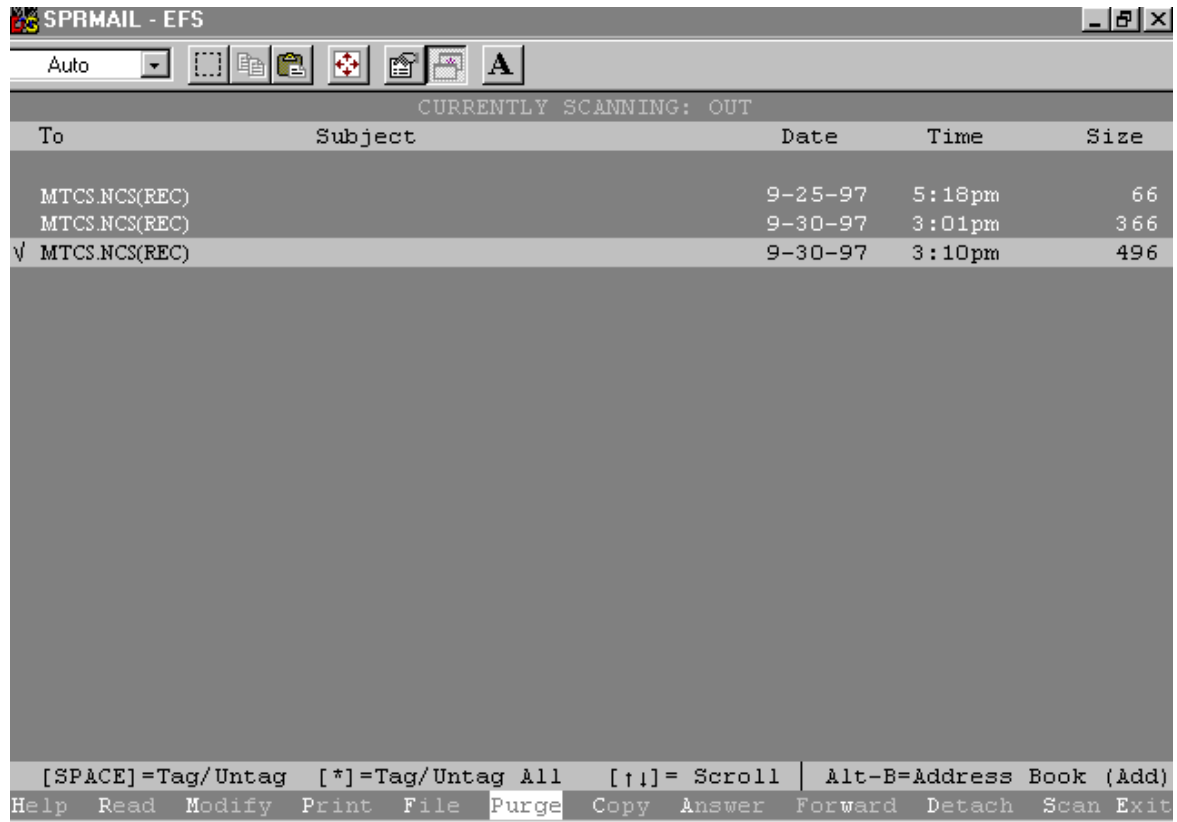


Figure 77: Currently Scanning Out Window-Purge Selection

5. Use the left and/or right arrow keys on your keyboard to highlight the word **"Purge"** and press the <ENTER> key. The **Message Selected for Purge** window appears.

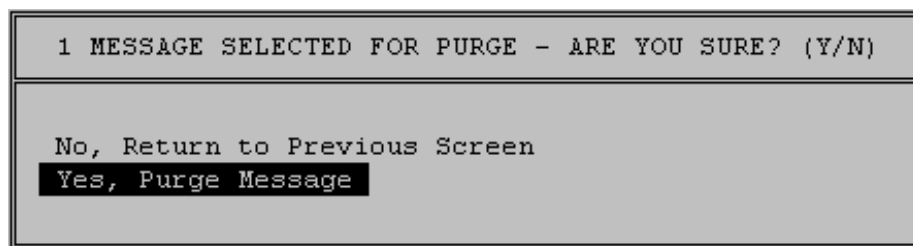


Figure 78: A Message Selected For Purge Window

6. Use the down arrow key on your keyboard to highlight **"Yes, Purge Message,"** and press the <ENTER> key. The message (tenant data file) is deleted from the Outbox, and the **Currently Scanning: Out** window returns.

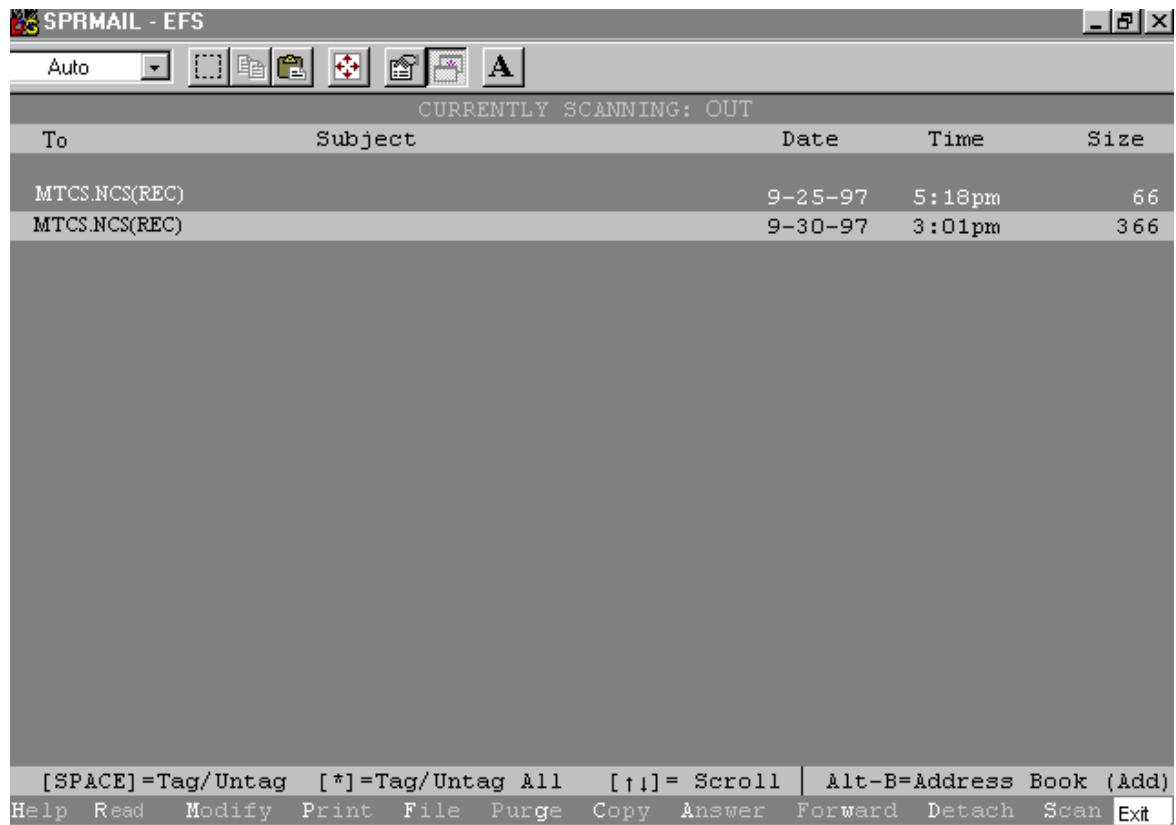


Figure 79: Currently Scanning Out Window-Exit Selection

- Use the left and/or right arrow keys on your keyboard to highlight the word “**Exit**,” and press the <ENTER> key.

Delete files from the Outbox	
Actions	Results
<p>From the PC SprintMail Main Menu, press the <F5> key.</p> <p>Press the <F3> key.</p> <p>Select the file to be deleted, and press the <SPACE BAR> on your keyboard to place a check mark by the file.</p> <p>Highlight the word “Purge” and press the <ENTER> key.</p> <p>Select “Yes, Purge Message” and press the <ENTER> key.</p> <p>Select the word “Exit” and press the <ENTER> key.</p>	<p>The selected file is purged (deleted) from the PC SprintMail Outbox.</p>

3.9.2 Change SprintMail Host password

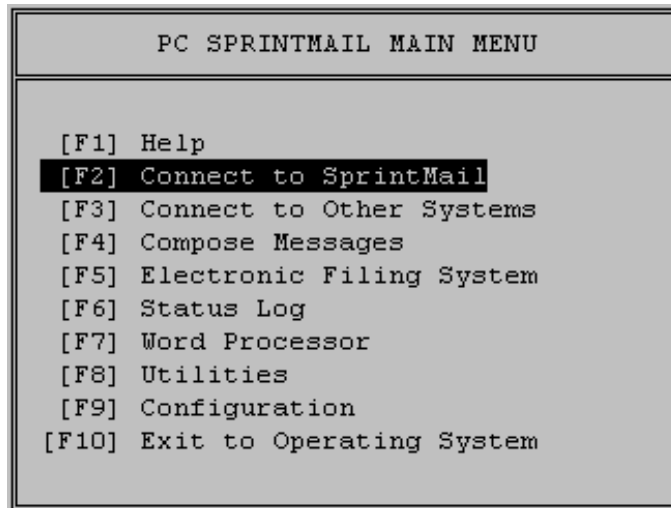


Figure 80: PC SprintMail Main Menu-Connect to SprintMail Selection

1. From the **PC SprintMail Main Menu**, press the <F2> key. The **Connect To SprintMail Menu** appears.

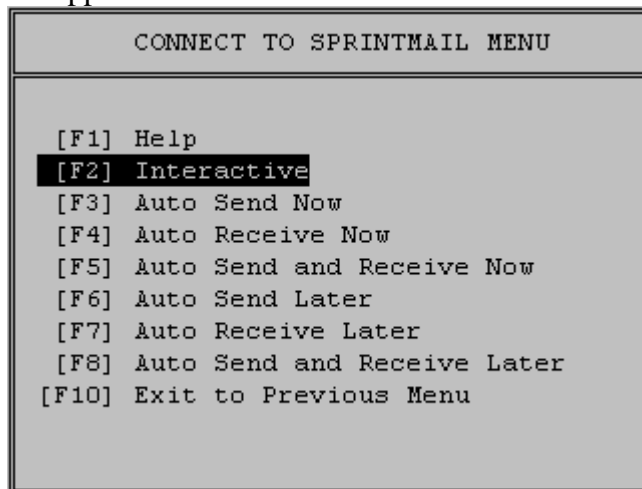


Figure 81: Connect To SprintMail Menu-Interactive Selection

2. Press the <F2> key. PC SprintMail connects to the SprintMail Host and the communications screens appears.
3. Type **PASSKEYS** at the *Command?* prompt, and press the <ENTER> key.
4. Type **Y** at the *Change Password?* Prompt, and press the <ENTER> key.
5. Type your old password at the *Old Password* prompt, and press the <ENTER> key.

6. Type your new password at the *New Password* prompt, and press the <ENTER> key. (The system does not display your password on the screen as you type it.)
7. At the *Re-enter New password* prompt, retype the new password exactly as you typed it in step 6. Press the <ENTER> key to verify your password. SprintMail accepts your new password and the *Change Personal ID?* prompt appears.
8. Type **N** and press the <ENTER> key.
9. Press the <F10> key. A confirmation message appears asking if you want to disconnect from the SprintMail Host.
10. Type **Y** to disconnect. PC SprintMail disconnects from the SprintMail Host and the **PC SprintMail Main Menu** returns.

Note: After changing the SprintMail Host password, you must change the PC SprintMail password to match the new SprintMail Host password. Refer to the *Change the default password in PC SprintMail to match the SprintMail Host password* part of the *Send Data to MTCS* section of this guide.



FRS The password used for PC SprintMail and the SprintMail Host must be entered in the Data Transmission portion of the FRS. Refer to the *FRS User Guide* for additional information.

3.9.3 Check Status Log messages

The Status Log tracks messages sent to and received from the SprintMail Host, and the actions that have taken place. The Status Log can be checked to make sure tenant data files that were sent have successfully reached the SprintMail Host. Additionally, the Status Log gives brief explanations for failed tenant data transmissions.

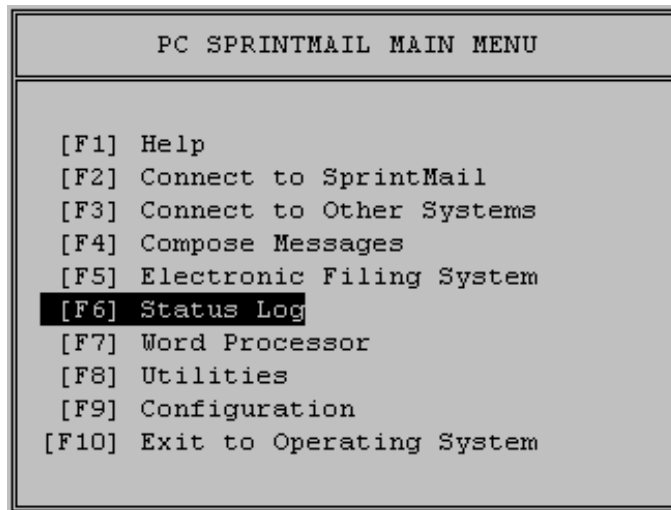


Figure 82: PC SprintMail Main Menu-Status Log Selection

1. From the **PC SprintMail Main Menu**, press the <F6> key. The **Status Log Menu** appears.

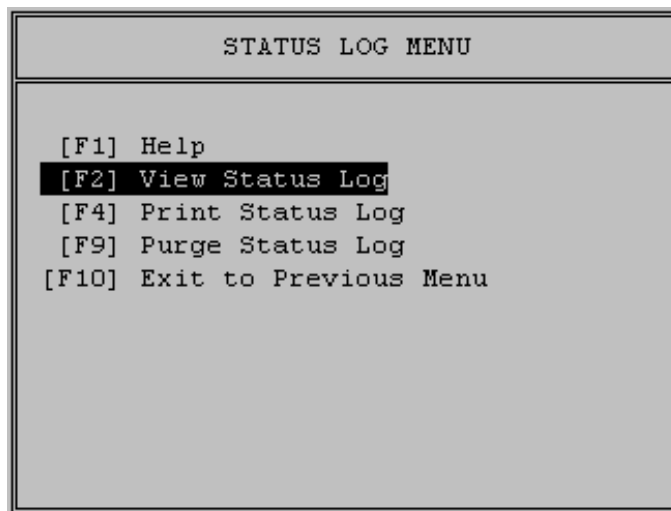


Figure 83: Status Log Menu-View Status Log Selection

2. From the **Status Log Menu**, press the <F2> key. The contents of the **Status Log** are displayed.

Note: The Status Log is not available until at least one message has been either sent or received through PC SprintMail.

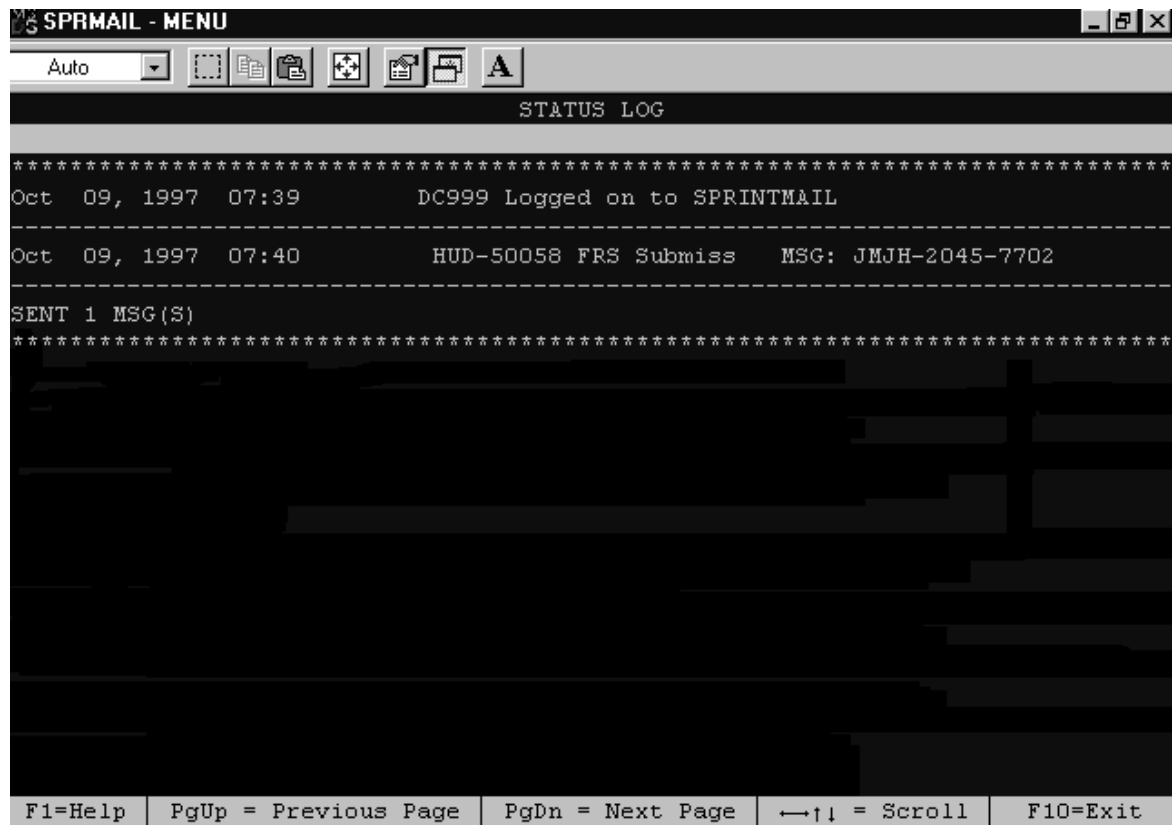


Figure 84: Status Log Window

- From the **Status Log** window, press the <F10> key. The **Status Log Menu** returns.

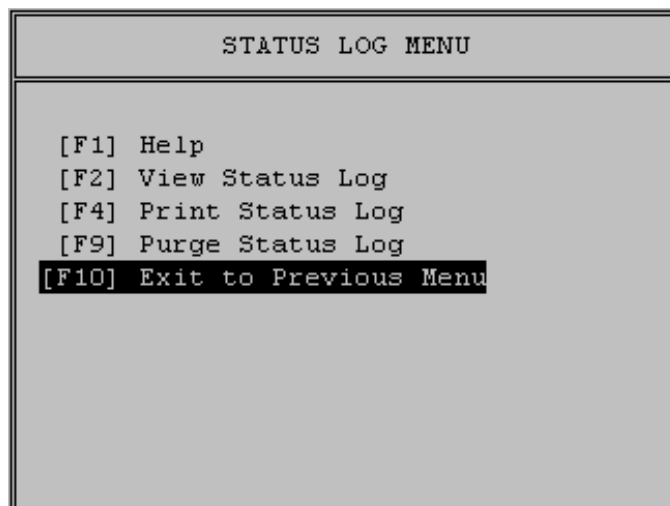


Figure 85: Status Log Menu-Exit to Previous Menu Selection

- From the **Status Log Menu**, press the <F10> key. The **PC SprintMail Main Menu** returns.

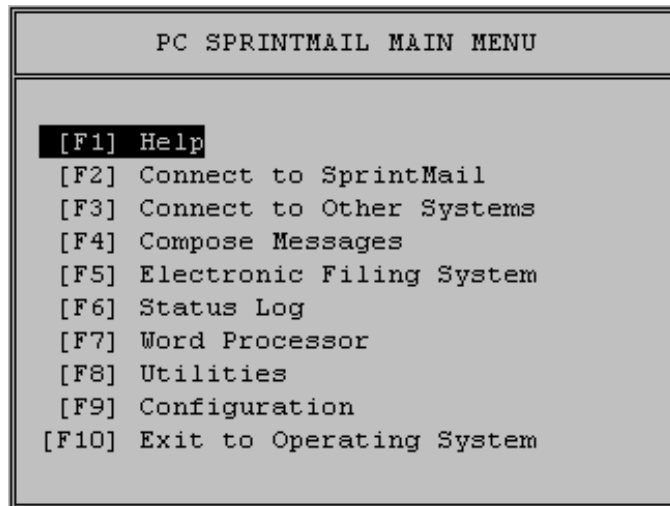


Figure 86: PC SprintMail Main Menu

Check Status Log messages	
Actions	Results
From the PC SprintMail Main Menu, press the <F6> key. Press the <F2> key. Press the <F10> key, twice.	The Status Log is viewed.

3.9.4 Print and Delete Status Log messages

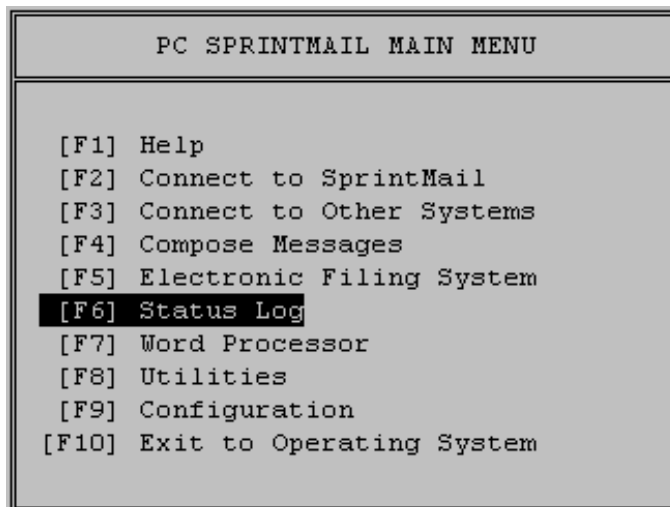


Figure 87: PC SprintMail Main Menu-Status Log Selection

1. From the **PC SprintMail Main Menu**, press the <F6> key. The **Status Log Menu**

appears.

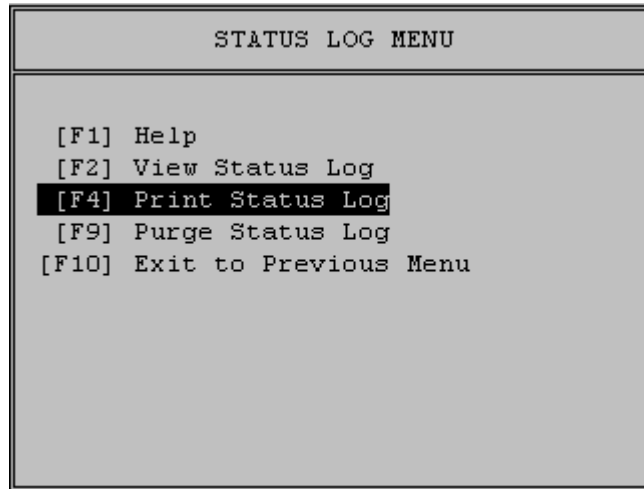


Figure 88: Status Log Menu-Print Status Log Selection

2. From the **Status Log Menu**, press the <F4> key. The Status Log is sent to your printer.

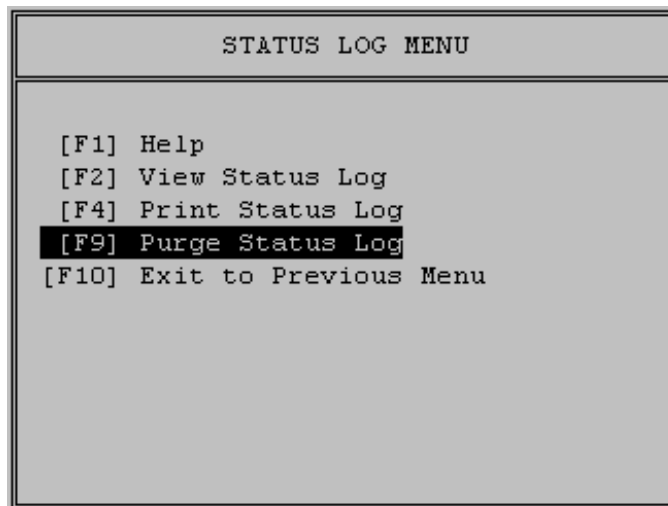


Figure 89: Status Log Menu-Purge Status Log Selection

3. From the **Status Log Menu**, press the <F9> key. The **Status Log Selected For Purge-Are You Sure?** message appears.

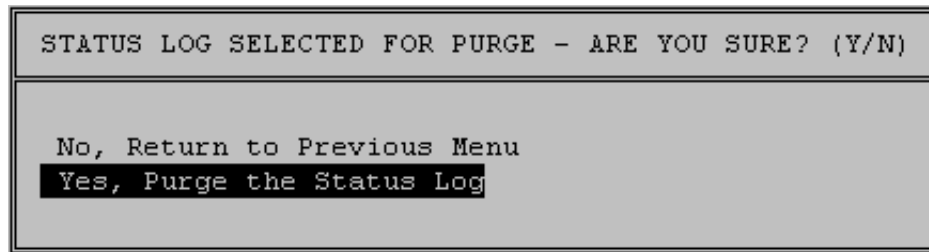


Figure 90: Status Log Selected For Purge Window

4. Select **Yes, Purge the Status Log** using the down arrow on your keyboard. Press the <ENTER> key, and the Status Log is purged (deleted). The **Status Log Menu** returns.

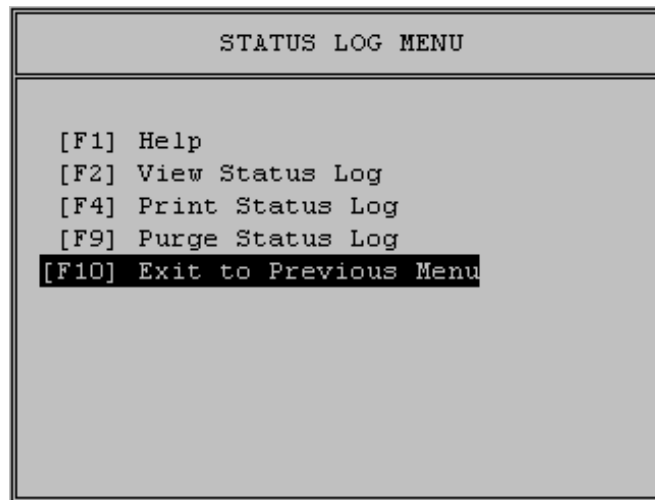


Figure 91: Status Log Menu-Exit to Previous Menu Selection

5. Press the <F10> key. The **PC SprintMail Main Menu** returns.

Delete Status Log messages	
Actions	Results
From the PC SprintMail Main Menu, press the <F6> key. Press the <F4> key. Press the <F9> key. Select “ Yes, Purge the Status Log. ” and press the <ENTER> key. Press the <F10> key.	Status Log messages are deleted.

3.9.5 Frequently Asked Questions

Q. Caller could not hear her modem dialing.
A. Check the communications modem port.

Q. Caller reported she couldn't transmit and the error message was "No Projects to Send."

A. In SprintMail for DOS, you must put a * by all files that you want to send to HUD.

Q. Caller tried to transmit data and received a message that no one was registered by that name.

A. In Address Book Maintenance, the MTCS address was incorrect. Caller corrected address to MTCS.NCS(REC)

Q. Caller wanted to know how to view what she just sent to MTCS. She was looking for the names of the tenants that she sent.

A. Look in the SENT box of the Electronic Filing System, selected from the PC SprintMail Main Menu. Records can be viewed and printed from here.